# Transit for Physically Disabled Persons

# 1988 FACT BOOK

Ontario Ministry of Transportation

## MESSAGE FROM THE MINISTER

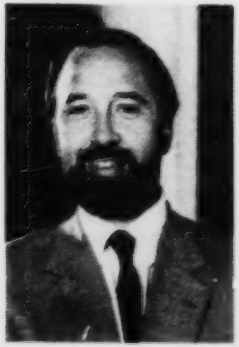
As the new Minister of Transportation, I am especially pleased to introduce this fourth annual Fact Book (1988) on Transit for Physically Disabled Persons.

Special transit services are essential because they enable people with disabilities to enjoy an independent lifestyle. It broadens their horizons to include activities that so many of us take for granted -- such as joining the work force, furthering educational goals or participating in recreational activities.

This Fact Book has been an important element in the enhancement of special transit services since it was introduced in 1985. By providing basic data on which to build the most effective services, it has helped municipal officials, transit administrators, operators, provincial staff and concerned individuals plan future improvements.

The progress made over the past few years in special transit services has certainly been encouraging. For example, in 1979, when provincial funding programs were introduced, only five municipalities offered special transit services. By the end of 1988, 70 municipalities were committed to providing transit services for disabled persons.

In the past ten years, ridership has increased seven-fold and, as a result, service providers are continuing to develop services to meet this tremendous growth in demand.



The Ontario government is dedicated to providing transit for disabled persons and I, personally, consider it a priority. It is also evident that municipalities across the province are working towards meeting the needs of disabled persons. As more and more disabled persons have access to public transit, we can look forward to their participation in every aspect of community living.

William Wrye
Minister of Transportation

90-04302/2

# FOREWORD

The Fact Book provides a summary of operating characteristics and results for those Ontario municipalities providing transit services for physically disabled persons during the 1988 calendar year.

The data in the Fact Book has been derived from information supplied by the individual systems. An attempt has been made to reflect comparable and consistent data for all systems by using common definitions for each data element.

The Fact Book is currently produced by the Ministry of Transportation and is published annually. In this respect, the document should prove to be a useful resource for municipal officials and transit administrators in continuing to review and to develop their respective systems.

Any inquiries concerning individual system data should be directed to the systems' contact persons. However, requests for additional copies or information of a general nature may be directed to:

Transit Office
Ministry of Transportation of Ontario
3rd Floor, West Tower
1201 Wilson Avenue
Downsview, Ontario
M3M 1J8
Telephone: (416) 235-4010

## TABLE OF CONTENTS


| | Page No. |
|---|---|
| INTRODUCTION | 3 |
| PROVINCIAL FUNDING POLICIES | 4 |
| SERVICE OPERATION SUMMARY | 6 |
| DEFINITIONS/EXPLANATIONS | 11 |
| INDIVIDUAL SYSTEM STATISTICS | 21 |
| PERFORMANCE INDICATOR FORMULAS | 136 |
| HANDY REFERENCE COMPARISON | 139 |

**MUNICIPALITY**


| | Page No. |
|---|---|
| Ajax-Pickering | 22 |
| Amherstburg, Anderdon & Malden | 24 |
| Barrie | 26 |
| Belleville | 28 |
| Brantford | 30 |
| Brockville | 32 |
| Burlington | 34 |
| Cambridge | 36 |
| Chatham | 38 |
| Cobourg | 40 |
| Cornwall | 42 |
| Dryden | 44 |
| Elliot Lake | 46 |
| Espanola | 48 |
| Fort Frances | 50 |
| Guelph | 52 |
| Halton Hills | 54 |
| Halton Region | 56 |
| Hamilton-Wentworth | 58 |
| Hanover | 60 |
| Kenora, Keewatin, Jaffray & Melick | 62 |
| Kingston, Kingston Twp. | 64 |
| Kitchener-Waterloo | 66 |
| Leamington | 68 |
| Lindsay | 70 |
| London | 72 |
| Markham | 74 |
| Milton | 76 |
| Newcastle | 78 |

**MUNICIPALITY**


| | Page No. |
|---|---|
| Newmarket | 80 |
| Niagara Falls | 82 |
| North Bay | 84 |
| Oakville | 86 |
| Orillia | 88 |
| Oshawa | 90 |
| Ottawa-Carleton | 92 |
| Owen Sound | 94 |
| Paris | 96 |
| Peel | 98 |
| Peterborough | 100 |
| Port Hope | 102 |
| Renfrew | 104 |
| Richmond Hill | 106 |
| Sarnia & Point Edward | 108 |
| Sault Ste. Marie | 110 |
| Scugog-Uxbridge | 112 |
| St. Catharines | 114 |
| Stratford | 116 |
| Sudbury | 118 |
| Thunder Bay | 120 |
| Timmins | 122 |
| Toronto | 124 |
| Vaughan | 126 |
| Welland | 128 |
| Whitby | 130 |
| Windsor | 132 |
| Woodstock | 134 |

## INTRODUCTION

Transit services for physically disabled persons in Ontario have experienced significant change and growth during the past decade. Prior to 1979, there were only five (5) transit systems for physically disabled persons operating in the Province. This has grown to fifty seven (57) systems or 67 municipalities currently being subsidized through the Ministry of Transportation.

The services are becoming more visible in the community and are subject to increased scrutiny by passengers, other citizens, elected officials and interested groups, whose objectives, expectations and perspectives towards the services vary widely. The availability of uniform information sources should contribute to a greater understanding about the services, and lead to effective and constructive communications among the respective parties.

In addition, a comprehensive and consistent database will assist those providing services to share experiences and identify improvements towards more efficient and effective transit services for physically disabled persons.

Consequently, the Ministry of Transportation has introduced this Fact Book of transit statistics to meet the following objectives:

1. Promote a consistent and uniform database in order to facilitate comparisons among transit systems for physically disabled persons.

2. Increase the general level of understanding about transit services for physically disabled persons.

3. Provide a formal forum for information exchange with other provincial ministries, external agencies, service operators and interest groups.

4. Provide an opportunity for municipalities/ operators to share experiences in order to assist them in maximizing service productivity and

optimizing cost efficiency.

5. Assist local officials in relating their policies (fare level, eligibility requirements, etc.) and results (number of passengers, etc.) to other similar systems on a general level.

6. Assist communication between local elected officials and the management of transit systems for physically disabled persons, and further enhance managements' accountability to the public agencies and the public at large.

Data is presented in six categories. The first five categories (Registrants, Financial, Service, Vehicles, and Employees) contain information describing the type of service and scale of operation, and results documenting the amount of service provided, annual passengers, costs and revenues, etc. In the last category, Performance Indicators, data from the other five categories has been used to generate statistics on financial performance, cost effectiveness and efficiency, utilization, and productivity.

In order to achieve consistent and comparable data between systems, standard definitions are included in this report and should be read in conjunction with the applicable data.

Since the data for each system is affected by many factors, similarities and differences between various communities and transit operations should be carefully considered when making comparisons. The effectiveness of this report in providing a communications tool for sharing information and experiences depends on the cooperation and contributions of the municipalities in providing a complete set of consistent data, and on the users of the Fact Book to interpret it in its proper context.

## PROVINCIAL FUNDING POLICIES

In 1988, the financial support provided by the Ministry of Transportation for the provision of transit for physically disabled persons was intended "**to assist municipalities to provide service to those individuals who, regardless of age, are unable to board regular transit facilities.**"

The eligibility of individual passengers is determined and enforced by each municipality. This generally requires a declaration of the person's inability to board regular transit facilities and may be ruled on by an eligibility committee or municipal official.

Funding for transportation for physically disabled persons is available to any municipality wishing to provide this type of service. Funding must be requested directly by a municipality for services operated. In 1988, the eligible **capital costs** incurred by municipalities were subsidized at the rate of 50 percent.

The operating subsidy was comprised of three components:

- Basic;
- Passenger Based; and
- Specialized Vehicle Subsidy.

The **Basic Operating Subsidy** amounts to 25 percent of the eligible costs, where service is provided using vehicles purchased with provincial funding assistance, or 30 percent of the eligible costs in cases where the service is provided using vehicles which were purchased without Provincial funding assistance.

For 1988, the **Passenger Based** subsidy rate was $3.00 per eligible passenger trip, (ie,excluding those trips made by attendants and companions). The minimum operating subsidy paid to any municipality was 50% of net cost. The maximum operating subsidy payable to any municipality was 75% of net cost.

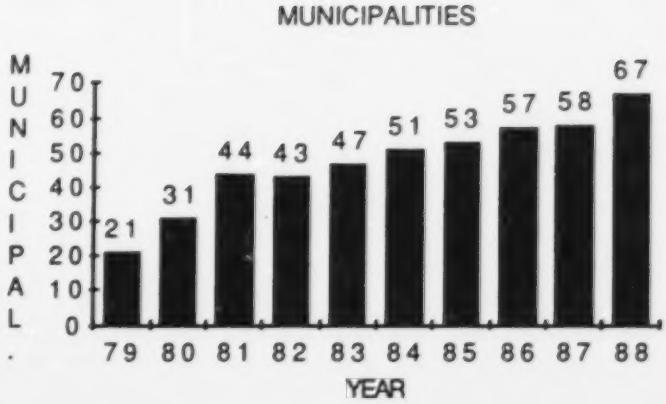
The **Specialized Vehicle Subsidy** applied to the operation of specialized or "purpose built" vehicles, such as the Orion II, designed specifically for transporting physically disabled persons. This additional subsidy was calculated at the rate of two percent (2%) in 1988.

Municipalities participating in the Provincial funding program, agree to recognize the eligible status of non-residents registered in other participating municipalities in Ontario. Therefore, service may be requested in all other participating municipalities by an individual registered in a municipality receiving Provincial funding under this program.

## SERVICE OPERATION SUMMARY

Although funding must be requested directly by a municipality, the service may be operated by the municipality directly, or by others on its behalf. The operational alternatives for providing specialized transportation services include concerned citizens, non-profit incorporated groups, service clubs, private contractors, taxi companies, municipal departments, and transit departments or commissions. A system may be comprised of one, or more than one, of these groups.

The following graph indicates the growth in the number of municipalities providing services from 21 municipalities in 1979 to 67 municipalities in 1988.




**Advisory Committee**

A municipality may find it useful to establish an advisory committee to aid in setting policy for the operator. This committee may be comprised of interested citizens,

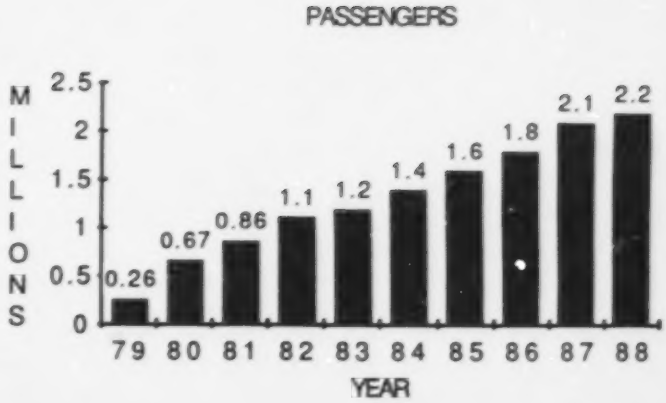
users, municipal officials or staff members from various municipal departments . As well, a separate eligibility committee could be established to determine the eligibility of the applicants for service. In 1988,*nine* municipalities indicated that they had not yet established an advisory committee.

**Registrants**

At the end of 1988, approximately *55,000* persons were registered as eligible for transit services for physically disabled persons, of which approximately *44%* were wheelchair registrants, *54%* were ambulatory registrants, and *2%* were temporary registrants.

**Passengers**

The total number of eligible passengers carried in 1988, per the provincial guideline, was approximately *2,109,241* of which approximately *57%* were wheelchair users and *43%* were ambulatory passengers. This compares with 257,000 passengers carried in the latter six months of 1979.The following graph illustrates the growth in the total number of passengers carried since 1979.




The annual increase in passengers carried across the Province has been:

| 81/82 | 82/83 | 83/84 | 84/85 | 85/86 | 86/87 | 87/88 |
|---|---|---|---|---|---|---|
| 22% | 18% | 13% | 14% | 9.5% | 20% | 6% |

*87,292* trips, or *four* percent of all trips, carried in 1988 were attendants and companions.

**Level of Service**

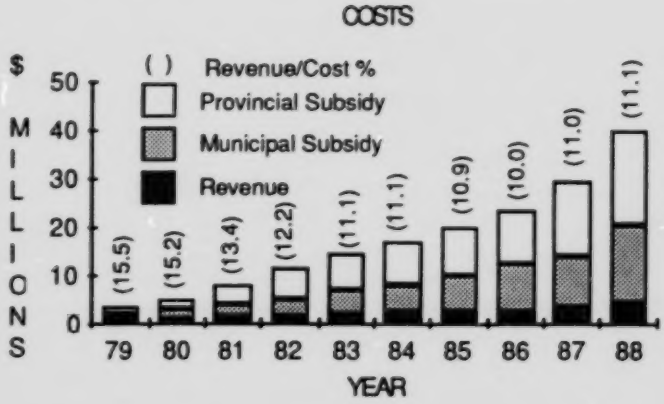
A municipality may provide the level of service it deems appropriate. Municipalities, with conventional transit services, could use conventional transit hours and days of service as a guide. Municipalities without regular transit would determine the needs of disabled persons within the community and attempt to offer at least regular weekday services to match these needs.

**Costs**

In 1988, operating costs for transit services for physically disabled persons totalled approximately *$38,344,898*. Due to the nature of the services, the cost per passenger, which averaged *$18.17* in 1988, is significantly higher than the figure for conventional transit services. The average 1988 cost for conventional transit services was approximately *$1.50* per passenger.

**Revenue**

The total revenues in 1988 were approximately *$3,828,644*. In addition to revenue from regular service fares,which amounted to *$3,295,814*, a total of *$532,830* was received from other sources including contracts and charters, advertising and charitable cash donations. The following graph indicates the growth in the total operating costs and total revenues since 1979. The overall revenue to cost ratio for each year is indicated below the graph.



Financial donations received by a municipality from corporations, service clubs and private citizens may be used by the municipality to offset or augment its share of the cost of the services without affecting the level of subsidy, and in turn providing a potentially greater level of service than otherwise possible.

**Service Type**

Trip origins and destinations of physically disabled passengers in this type of service are widely dispersed and the specific pick-up and drop-off points for passengers is at the discretion of each municipality. According to the municipal policies, *15* systems operate from curb to curb, *27* systems operate from accessible door to accessible door and *15* systems operate from door to door. The selected policy can influence the productivity level of the system.

**Fares**

The municipality sets the passenger fares for transit services for physically disabled persons. These fares should be no less than the published fare rates of the conventional municipal transit system, or a minimum of fifty cents ($0.50) per one way trip in municipalities without a conventional transit system.

In 1988, the adult fares ranged from *$0.80* to *$3.00*. *Thirty (61%)* systems levied adult fares that were different than adult fares of the conventional transit system. *Six (10%)* systems charged different fares for different passenger categories (i.e., student, children and senior citizens), and *32 (55%)* systems sold tickets, tokens, punchcards or monthly passes.

**Vehicles**

A variety of vehicles were used in providing transit service for physically disabled persons in 1988. In some municipalities, more than one type of vehicle was operated with or without the flexibility to transport both wheelchair and ambulatory passengers. The total vehicle fleet breakdown was: *44* sedans/station wagons, *109* modified vans, *158* small buses, and *147* purpose-built buses.

As with conventional transit, the demand for service for physically disabled persons differs for various time

periods. Typically, there will be a rush period in the morning corresponding with work start times and rehabilitation centre openings as well as afternoon return trips for work related trips and medical appointments. Evening and weekend service demands are low in comparison to the two daytime peak periods. The total number of vehicles operated in peak service in Ontario in 1988 was *571* with *371* vehicles in midday service, *111* vehicles on Saturday and *85* on Sunday.

Non-dedicated vehicles (eg, taxis, sedans, livery) were used by *16* municipalities in providing transit services for eligible registrants. In 1988, approximately *259,000* passenger trips were made by non-dedicated vehicles, which accounted for *13%* of total passenger trips. These trips were provided at an average cost of $*8.16* per trip.

**Employment**

Transit services for physically disabled persons employed *1,094* people in Ontario for 1988. There were *504* full-time, *191* part-time, and *6* shared operators, plus *265* full-time, *97* part-time, and *31* shared other employees (reservationists, schedulers, dispatchers, vehicle maintenance employees, supervisory personnel and administrators).

Volunteer involvement can be very beneficial to a community and at least *18* volunteers performed such duties as reservationists, dispatchers or schedulers.

**Note:** It should be noted that the summaries presented in this section reflect the data as it is presented in the Fact Book. Corrections were not made for missing data.

## DEFINITIONS/EXPLANATIONS

***Service Start***
The year in which transportation services for physically disabled persons commenced operations in the municipality.

***Service Area***
The geographic area served by the transit service.

***Population Served***
The total population within the service area.

***Advisory Committee/Board of Directors***
This is a group of concerned and knowledgeable citizens including members from various municipal departments whose main function is to develop policy. The committee determines the best operator of the service, determines if any co-ordination of services is possible, reviews applications for the disabled, sets service standards, and operating policies, etc.

## Registrants

***Eligibility Criterion***
The provincial eligibility guideline for 1988 stated that services were for **"persons who regardless of age, are physically unable to board regular transit facilities."** However, interpretation varied between municipalities. Typical eligibility definitions include:

| | |
|---|---|
| Unable to board: | Includes persons physically unable to climb three steps to board a regular transit vehicle. |
| Unable to use: | Includes persons unable to board plus persons unable to walk 175 m to a bus stop. |
| Unable to use with dignity: | Includes persons unable to board and unable to use, plus developmentally handicapped and visually impaired persons. |

***Eligibility Committee***
A group separate from the Advisory Committee, made up of municipal officials or staff, representatives from medical agencies, or users of the system, who are responsible for reviewing applications and determining the eligibility of the applicants for the service. This group would be chaired by a member of the Advisory Committee.

***User Registration***

Users of the transit service should be **registered** with the system. However, registration procedures vary between municipalities. Passengers should carry **registration cards** to ensure that services are provided to eligible users and also to permit registrants access to services in other municipalities.

***Waiting List***
The number of persons on a waiting list as of December 31, 1988 waiting to be registered. Service providers should be encouraged to register all those persons eligible for service, regardless of whether there is sufficient availability of service. The registrants of the service should be serviced on a first come first service basis. The unmet demand would then be measured by the number of unaccommodated trips.

***Eligible Registrants***
The total number of people registered with the system as of December 31, 1988, including temporary registrants, who are deemed eligible as per the provincial eligibility criteria. The proportion of wheelchair users and ambulatory users is also indicated.

***Other Registrants***
The total number of registrants that are not deemed eligible as per the provincial guidelines.

***Registration List Screening***
An indication of how often the list of registrants is completely screened or updated to verify eligibility.

***Attendants and Companions***
An attendant is someone who must accompany the passenger to provide assistance. A companion is

someone who is not physically disabled and is not accompanying the passenger to provide assistance. Some systems permit companions where space is available.

***Visitor Eligibility***
An indication of whether a physically disabled person visiting from an outside municipality is eligible to use the service provided by the municipality.

***Eligible Passenger Trips***
The number of **one-way trips** made in 1988 on regular service by eligible passengers per the provincial guideline, including trips on non-dedicated services (taxis), contract and local charter service, and excluding all trips made by attendants. The proportion of wheelchair passengers and ambulatory passengers is also indicated. The number of trips on both dedicated and non-dedicated services is provided.

The number of one-way trips made by passengers who are not deemed eligible as per the provincial guideline, excluding all one way trips made by attendants and companions.

***Attendant and Companion Trips***
The number of one-way trips made by attendants and companions.

***Trips by Trip Types***
A municipality may normally classify trips for scheduling purposes using one or more of the following trip types:

| | |
|---|---|
| Subscription: | Regular daily (4 to 5 days a week) trips scheduled with no call-in requirements. |
| Prebooked: | Trips made regularly but not every day (1 to 3 days a week), with no call-in required. |
| Reservations: | Trips not taken regularly and requiring an advance call-in. Minimum and maximum advance call-in times vary between municipalities, but by definition reserved trips must be booked at least 24 hours in advance. |

Demand Response: Trips requested the same day as the trip is made.

***Unaccommodated Trip Requests***
The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

***Cancelled Trips***
The annual number of scheduled passenger trips which were later canceled by passengers.

***No-Show Trips***
The annual number of scheduled passenger trips for which passengers did not show when the vehicle arrived at the scheduled pick-up time.

## Service

***Service Type***
The stated policy for type of service being operated within the municipality: either door-to-door, curb-to-curb, or accessible door to accessible door. If the type of service is to/from an accessible door, the definition of an accessible door is provided.

***Daily Hours of Service***
The beginning and ending times between which regular service is provided each weekday, Saturdays, Sundays, and Holidays. Hours of service may vary from one weekday to another; in these cases the beginning and ending times shown in the Fact Book are for the weekday with the longest hours of service.

***Call-Ins***
The minimum and maximum advance call-in times to book a trip provide an indication of the flexibility of system scheduling.

***Scheduling and Dispatching Methods***
The methods of making reservations, scheduling trips, and dispatching vehicles vary between municipalities and depend on whether they are done manually or are computer assisted.

***Fare Structure***
The fare structure that was in effect on December 31, 1988. Fare payment methods include cash, tickets, tokens, punchcards, monthly passes, and other media (such as annual passes, zone premiums, transfer charges, etc.). Fare categories include adults, children, students, senior citizens, attendants, companions, and others (such as unemployed, university/college students, etc.).

***Comparison to Conventional Transit***
For comparison, the fare structure and hours of service for the conventional transit service are provided. The hours of service for the conventional service are indicated as 'Longer', 'Shorter', or 'Same'.

If the adult fare for conventional transit is the same as for the transit for the physically disabled service, then this is indicated as 'Same'. If the conventional transit fare structure is different, including the concessional fares for seniors, students etc., then both are indicated. If the cash fare on the conventional service is the same, but the rest of the fare structure is different, then 'Different' is indicated. In municipalities where no conventional service is provided, 'No conventional' is indicated.

## Vehicles

***Vehicle Types***
A variety of vehicles are used in transit for physically disabled persons. In some municipalities there are more than one type of vehicle which may or may not have the flexibility to transport both wheelchair and ambulatory disabled persons. The types of vehicles include sedans and stationwagons, modified vans, small buses, purpose-built buses, and others.

**Stationwagons** also includes unmodified mini-vans, and describes vehicles which are used for carrying ambulatory passengers.

**Modified Vans** are regular production vans or mini-vans with a raised roof and a lift or ramp mechanism for wheelchair access.

**Small Buses** are vehicles built on a standard production cab and chassis, and include school buses.

**Purpose-Built buses** are vehicles which are designed specifically for transporting physically disabled persons, such as the Orion II, and which are eligible for the Specialized Vehicle Subsidy.

The number of vehicles, the typical wheelchair and ambulatory capacity for each type of vehicle, and the average age in years for each vehicle type is provided. Within one system's fleet, the capacities of different vehicles of the same type may vary.

***Vehicle Ownership***
The vehicles used in the operation of the service for physically disabled persons may be owned and/or leased by the municipality, the transit commission, the contracted operator, or other organizations including hospital, service club/community group, non profit organization.

***Vehicle Maintenance***
The maintenance of vehicles may be undertaken by the municipality, by the transit authority, by the contracted operator, may be contracted out, or may be undertaken by others or other means (free service).

***Fleet Distribution by Time of Day***
The demand for service differs for various time periods and for various municipalities. The maximum number of revenue vehicles used during the time periods shown for the peak weekday and for Saturdays Sundays, and Holidays illustrates the variation in demand.

***Revenue Vehicle Kilometres***
The total distance travelled during 1988 by vehicles while in revenue service, **excluding** deadhead to and from the garage, maintenance, training, intermunicipal charter travel and non-dedicated service.

***Total Vehicle Kilometres***
The sum of revenue vehicle kilometres plus the deadhead kilometres to and from the garage, maintenance and training, excluding non-dedicated service.

***Revenue Vehicle Hours***
The sum of all vehicle hours scheduled to be in service, excluding non-dedicated services, deadhead to and from the garage, maintenance, and training.

***Total Vehicle Hours***
The sum of the revenue vehicle hours plus the deadhead to and from the garage, maintenance, and training, but excluding non-dedicated services.

***Non-Dedicated Service (Taxis, Sedans)***
Some municipalities make use of non-dedicated vehicles, such as taxis, sedans, or livery vehicles for the transportation of physically disabled persons. Usage is indicated by the total number of passenger trips by non-dedicated services and the number of operators under contract. The cost per trip for non-dedicated services may be determined by a flat rate, per hour, per kilometre, or by meter rate. In the case where the cost is determined by meter rate, the mechanism for verifying charges is described.

## Employees

***Full-time Employee***
A person filling a full-time authorized post of the establishment with a minimum of 1,820 working hours annually.

***Part-time Employee***
An employee with a work assignment requiring less than 1,820 working hours annually.

***Shared Employee***
An employee whose duties are shared with other departments or services.

***Volunteers***
Persons donating their time for various responsibilities and positions without remuneration on a volunteer basis.

***Operators***
Includes all active and paid operators (drivers) excluding inactive revenue vehicle operators, those on extended sick leave, and student operators.

***Office Staff***
The number of paid employees involved in office operations including reservationists, schedulers, dispatchers, inspectors, and processing of registration applications.

***Maintenance Staff***
The number of paid maintenance employees including vehicle maintenance employees.

***General Administration Staff***
The number of paid employees in general administration including supervisory personnel, administrators, management and secretarial staff.

***Operators Union***
The name of the union and the local representing the operators of services for physically disabled. For comparison, the union and local representing operators of the conventional transit service is provided.

***Wage Rates***
The top hourly wage rates paid to operators and to maintenance employees, if applicable, as of December 31, 1988 excluding fringe benefits, premiums, and cost of living allowances. For comparison, top wage rates for the conventional transit service are provided.

## Financial

***Total Operating Cost***
Total expenses incurred in the system operation, including:

- costs incurred for non-dedicated (taxi) services

- contractual costs for dedicated services (regardless of whether vehicles were purchased with or without provincial funding assistance)

- operating expenses incurred by municipal employees, including transportation, scheduling and dispatching (including computer-assisted), fuel,premises and plant, depreciation and debenture charges on non-subsidized

capital purchases, and other miscellaneous costs

•equipment and vehicle maintenance costs.

•general and administrative expenses.

***Total Operating Revenue***
Total revenue derived from the system operation, including:

• farebox revenue

• fares collected from school charters or other local service within the municipality such as service contracts with institutions

• other operating revenues from such sources as advertising and promotional considerations.

***Donations***
Cash donations from corporations, service clubs, private individuals, etc. to defray operating costs. Donations are not included in the revenue figure used in calculating the Net Operating Cost. Donations form part of a municipality's share of the Net Operating Cost, or subsidy.

# INDIVIDUAL SYSTEM STATISTICS

# AJAX-PICKERING HANDI-TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: GEORGE L.J. PAPIK (416) 683-1179

OPERATIONS CONTACT: GEORGE L.J. PAPIK (416) 683-1179

SERVICE STARTED IN: January 1981
POPULATION SERVED: 90,000
SERVICE AREA (ha): 24,000

ADVISORY COMMITTEE? Yes
MEMBERS: 7

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: | 1 |

| | |
|---|---|
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 158 | 54% |
| - Ambulatory | 102 | 35% |
| - Temporary | 30 | 10% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 290 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 288,699. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 288,699. | $ 16,651. |
| NET OPERATING COST | $ | 272,048. | |
| Provincial Share | $ | 136,024. | |
| Municipal Share | $ | 136,024. | |
| Donations | $ | 0. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | N/A | 0 |
| - Ambulatory | N/A | 0 |
| Attendants/Companion | N/A | 0 |
| Other (not eligible) | N/A | 0 |
| TOTAL | 15,317 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | N/A |
| Pre-booked | N/A |
| Reservation | N/A |
| Demand-Response | N/A |
| UNACCOMMODATED TRIP REQUESTS: | 0 |
| CANCELLED TRIPS: | 0 |
| NO-SHOWS: | 0 |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 07:15 to 23:00
Saturday - 08:45 to 20:00
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Maximum 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | X | |
| Dispatching | | X |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $0.95 | $0.90 | |
| Child: | $0.95 | $0.90 | |
| Student: | $0.95 | $0.90 | |
| Senior: | $0.95 | $0.90 | |
| Attendant: | $0.95 | $0.90 | |
| Companion: | $0.95 | $0.90 | |
| Other: | $0.95 | $0.90 | |

OTHER METHODS OF PAYING FARE: Outside Service Area, Fare is Double.

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Shorter
Fare Structure: Same

# AJAX VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 6 | 5 | 6 | 3.0 |
| Other | | | | |
| TOTAL VEHICLES: | 6 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 5 | 3 | 2 | 3 | 5 | 2 | 1 | |
| Saturday | 1 | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 165,767
- Total: 179,615

ANNUAL HOURS:
- Revenue: 7,844
- Total: 7,844

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 4 | 3 | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | | | | |
| TOTAL | 5 | 3 | | |

OPERATOR'S UNION: CUPE, LOCAL 129
Conventional Union: CUPE, LOCAL 239

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $13.22 | ($13.22) |
| Maintenance: | N/A | (N/A) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 6%

| | |
|---|---|
| Net Operating Cost/Capita | $3.02 |
| Municipal Net Cost/Capita | $1.51 |
| Share of Net Cost - Provincial | 50% |
| - Municipal (incl. Donations) | 50% |

## EFFICIENCY

(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $36.81 |
| Cost/Kilometre | $1.74 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0030 |
| Revenue Vehicle Hours/Capita: | 0.087 |
| Trips/Capita: | 0.170 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $18.85 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,426 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.0 |
| Kilometres/Hour | 21.0 |
| Average Kilometres/Trip | 10.8 |
| Trips/Registrant | 52.8 |
| Unaccommodated Trip Requests | - |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION

(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,307 |
| Kilometres/Vehicle | 27,628 |

**AMHERSTBURG,ANDERDON & MALDEN**

# CARE-A-VAN

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: VICTOR DOMAGALA
(519) 736-5401

OPERATIONS CONTACT: DONNA CAUCHI
(519) 736-2520

SERVICE STARTED IN: September 1988
POPULATION SERVED: 16,298
SERVICE AREA (ha): 19,193

ADVISORY COMMITTEE? Yes
MEMBERS: 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | |
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS: Eligibility Determined By Admin. Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 38 | 58% |
| - Ambulatory | 26 | 39% |
| - Temporary | 2 | 3% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 66 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 9,837. | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 9,837. | $ 357. |
| NET OPERATING COST: | $ | 9,480. | |
| Provincial Share | $ | 4,896. | |
| Municipal Share | $ | 4,584. | |
| Donations | $ | 0. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 182 | 0 |
| - Ambulatory | 60 | 0 |
| Attendants/Companion | 86 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 328 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | N/A | |
| Pre-booked | N/A | |
| Reservation | 242 | 74% |
| Demand-Response | N/A | |
| UNACCOMMODATED TRIP REQUESTS: | 0 | |
| CANCELLED TRIPS: | 7 | |
| NO-SHOWS: | 0 | |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:
Weekdays - 09:00 to 18:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., No Maximum

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.25 | | |
| Child: | $1.25 | | |
| Student: | $1.25 | | |
| Senior: | $1.25 | | |
| Attendant: | N/C | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: Trips
Outside Municipality - $3.50
COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: No Conv. Service
Fare Structure: No Conv. Service

# A.A. & M. VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 5 | 8 | 0.5 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: As Required

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 4,708
- Total: 4,708

ANNUAL HOURS:
- Revenue: 675
- Total: 675

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | | 1 | | |
| Maintenance | | | | |
| Administration | — | — | | |
| TOTAL | 1 | 1 | | |

OPERATOR'S UNION: NONE
Conventional Union: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $8.00 | (-) |
| Maintenance: | N/A | (-) |

# PERFORMANCE INDICATORS

## FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Total Operating Cost | 4% |
| Net Operating Cost/Capita | $0.58 |
| Municipal Net Cost/Capita | $0.28 |
| Share of Net Cost - Provincial | 52% |
| - Municipal (incl. Donations) | 48% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $14.57 |
| Cost/Kilometre | $2.09 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0040 |
| Revenue Vehicle Hours/Capita: | 0.041 |
| Trips/Capita: | 0.015 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $40.65 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 675 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 0.4 |
| Kilometres/Hour | 7.0 |
| Average Kilometres/Trip | 19.5 |
| Trips/Registrant | 3.7 |
| Unaccommodated Trip Requests | - |
| Cancellations | 2.9% |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 675 |
| Kilometres/Vehicle | 4,708 |

# BARRIE
# B.A.C.T.S.

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: K. COLUMBUS
(705) 726-4242

OPERATIONS CONTACT: DOUG LAMONT
(705) 737-2304

SERVICE STARTED IN: February 1980
POPULATION SERVED: 51,850
SERVICE AREA (ha): 7,720

ADVISORY COMMITTEE? Yes
MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: | 7 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 190 | 38% |
| - Ambulatory | 290 | 58% |
| - Temporary | 20 | 4% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 500 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 220,923. | |
| Non-Dedicated | $ | 1,414. | |
| TOTAL: | $ | 222,337. | $ 21,267. |
| NET OPERATING COST: | $ | 201,070. | |
| Provincial Share | $ | 106,038. | |
| Municipal Share | $ | 95,032. | |
| Donations | $ | 0. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 9,900 | 0 |
| - Ambulatory | 6,634 | 290 |
| Attendants/Companion | 2,426 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 18,960 | 290 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 6,100 | 32% |
| Pre-booked | 3,150 | 16% |
| Reservation | 10,000 | 52% |
| Demand-Response | 0 | 0% |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 30 |
| CANCELLED TRIPS: | 2,024 |
| NO-SHOWS: | 200 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X

HOURS OF SERVICE:
Weekdays - 07:30 to 23:30
Saturday - 09:00 to 23:30
Sunday -
Holidays -

CALL-INS: No Minimum, Max. 14 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | 10/$10. | |
| Child: | $1.00 | 10/$10. | |
| Student: | $1.00 | 10/$10. | |
| Senior: | $1.00 | 10/$10. | |
| Attendant: | $1.00 | 10/$10. | |
| Companion: | $1.00 | 10/$10. | |
| Other: | $1.00 | 10/$10. | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.85 cash

# BARRIE VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 2 | 5 | 4 | 1.5 |
| Small Buses | 2 | 4 | 4 | 5.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 4 | | | |

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 3 | 3 | 3 | 3 | 3 | 2 | 1 | |
| Saturday | | 2 | 2 | 2 | 2 | 1 | 1 | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 107,000
- Total: 107,000

ANNUAL HOURS:
- Revenue: 7,461
- Total: 7,461

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION: Sched. Through Dispatch

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 3 | 5 | | |
| Office | | 2 | | |
| Maintenance | | | | |
| Administration | 1 | — | | |
| TOTAL | 4 | 7 | | |

OPERATOR'S UNION: NONE
Conventional Union: CBRT, LOCAL N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $10.20 | ($10.35) |
| Maintenance: | N/A | (N/A) |

# PERFORMANCE INDICATORS

## FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Total Operating Cost | 10% |
| Net Operating Cost/Capita | $3.88 |
| Municipal Net Cost/Capita | $1.83 |
| Share of Net Cost - Provincial | 53% |
| - Municipal (incl. Donations) | 47% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $29.61 |
| Cost/Kilometre | $2.07 |
| Maintenance Cost/Kilometre | $0.209 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0100 |
| Revenue Vehicle Hours/Capita: | 0.144 |
| Trips/Capita: | 0.324 |
| Trips by Non-Dedicated Service: | 2% |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $12.34 |
| - Non-Dedicated | $4.88 |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,357 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.2 |
| Kilometres/Hour | 14.0 |
| Average Kilometres/Trip | 6.5 |
| Trips/Registrant | 33.6 |
| Unaccommodated Trip Requests | 0.2% |
| Cancellations | 12.0% |
| No-Shows | 1.2% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,865 |
| Kilometres/Vehicle | 26,750 |

# BELLEVILLE MOBILITY BUS

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: LINDA D. SASENIUK
(613) 968-6481

OPERATIONS CONTACT: AL PARKHURST
(613) 968-5888

SERVICE STARTED IN: February 1983
POPULATION SERVED: 35,479
SERVICE AREA (ha): 3,100

ADVISORY COMMITTEE? NO
MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | NO |
| MEMBERS: Eligibility Deter. By Medical Health Professionals | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 143 | 48% |
| - Ambulatory | 67 | 22% |
| - Temporary | 3 | 1% |
| Attendants/Companions | 87 | 29% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 300 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 61,647. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 61,647. | $ 7,185. |
| NET OPERATING COST: | $ | 54,462. | |
| Provincial Share | $ | 40,847. | |
| Municipal Share | $ | 6,429. | |
| Donations | $ | 7,186. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | N/A | 0 |
| - Ambulatory | N/A | 0 |
| Attendants/Companion | N/A | 0 |
| Other (not eligible) | N/A | 0 |
| TOTAL | 6,450 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | N/A |
| Pre-booked | N/A |
| Reservation | N/A |
| Demand-Response | N/A |
| UNACCOMMODATED TRIP REQUESTS: | 1 |
| CANCELLED TRIPS: | 0 |
| NO-SHOWS: | 0 |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 23:45
Saturday - 08:00 to 17:30
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 7 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | | |
| Child: | $1.00 | | |
| Student: | $1.00 | | |
| Senior: | $1.00 | | |
| Attendant: | $0.90 | | |
| Companion: | No Ch. | | |
| Other: | N/A | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.90 cash

# BELLEVILLE VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 2 | 4 | 6 | 3.5 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |
| Saturday | 1 | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

| | |
|---|---|
| ANNUAL KILOMETRES: | |
| Revenue: | 26,591 |
| Total: | N/A |
| ANNUAL HOURS: | |
| Revenue: | 3,160 |
| Total: | 3,160 |

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | | 1 | | |
| Maintenance | | 1 | | |
| Administration | — | 2 | | |
| TOTAL | 1 | 4 | | |

OPERATOR'S UNION: NONE
Conventional Union: CBRT&GW, LOCAL 126

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | N/A | ($14.45) |
| Maintenance: | N/A | ($15.25) |

# PERFORMANCE INDICATORS

## FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Total Operating Cost | 12% |
| Net Operating Cost/Capita | $1.54 |
| Municipal Net Cost/Capita | $0.38 |
| Share of Net Cost - Provincial | 75% |
| - Municipal (incl. Donations) | 25% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $19.51 |
| Cost/Kilometre | $2.32 |
| Maintenance Cost/Kilometre | $0.246 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0080 |
| Revenue Vehicle Hours/Capita: | 0.089 |
| Trips/Capita: | 0.182 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $9.56 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 3,160 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.0 |
| Kilometres/Hour | 8.0 |
| Average Kilometres/Trip | 4.1 |
| Trips/Registrant | 21.5 |
| Unaccommodated Trip Requests | - |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,580 |
| Kilometres/Vehicle | 13,296 |

# BRANTFORD OPERATION LIFT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: W.A. COULSON
(519) 759-4150

OPERATIONS CONTACT: LINDA HILL
(519) 756-2170

SERVICE STARTED IN: December 1975
POPULATION SERVED: 77,000
SERVICE AREA (ha): 7,100

ADVISORY COMMITTEE? Yes
MEMBERS: 17

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: Eligibility Determined By Admin. Staff | 4 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS

| | |
|---|---|
| Eligible - Wheelchair | N/A |
| - Ambulatory | N/A |
| - Temporary | N/A |
| Attendants/Companions | N/A |
| Other (not eligible) | N/A |
| TOTAL: | 2,096 |

HOW OFTEN LIST OF REGISTRANTS SCREENED

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 203,628 | |
| Non-Dedicated | $ | 0 | |
| TOTAL | $ | 203,628 | $ 20,615 |
| NET OPERATING COST | $ | 184,013 | |
| Provincial Share | $ | 133,564 | |
| Municipal Share | $ | -74,868 | |
| Donations | $ | 125,317 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded |
|---|---|---|
| Eligible - Wheelchair | N/A | 0 |
| - Ambulatory | N/A | 0 |
| Attendants/Companion | N/A | 0 |
| Other (not eligible) | N/A | 0 |
| TOTAL | 22,546 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | N/A |
| Pre-booked | N/A |
| Reservation | N/A |
| Demand-Response | N/A |
| UNACCOMMODATED TRIP REQUESTS: | 0 |
| CANCELLED TRIPS: | 0 |
| NO-SHOWS: | 0 |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 18:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 30 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $0.85 | 20/$17. | |
| Child: | $0.85 | 20/$17. | |
| Student: | $0.85 | 20/$17. | |
| Senior: | $0.85 | 20/$17. | |
| Attendant: | $0.85 | 20/$17. | |
| Companion: | $0.85 | 20/$17. | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different

# BRANTFORD VEHICLES

| VEHICLE TYPES | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 5 | 4 | 4 | 5.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES | 5 | | | |

OWNERSHIP: Contractor MAINTENANCE: Transit Authority

FLEET DISTRIBUTION BY TIME OF DAY

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-1 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 4 | 4 | 4 | 4 | 3 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 138,193
- Total: 138,193

ANNUAL HOURS:
- Revenue: 8,028
- Total: 8,028

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION: Through

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 4 | | | |
| Office | | 2 | | |
| Maintenance | | | | |
| Administration | 1 | 2 | | 1 |
| TOTAL | 5 | 5 | | 1 |

OPERATOR'S UNION: NONE
Conventional Union: -

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators | $8.93 | N/A |
| Maintenance | N/A | N/A |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 10%

| | |
|---|---|
| Net Operating Cost/Capita | $2.38 |
| Municipal Net Cost/Capita | $2.28 |
| Share of Net Cost - Provincial | 43% |
| - Municipal (incl. Donations) | 57% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $25.37 |
| Cost/Kilometre | $1.47 |
| Maintenance Cost/Kilometre | $0.093 |

## SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0270 |
| Revenue Vehicle Hours/Capita | 0.104 |
| Trips/Capita | 0.293 |
| Trips by Non-Dedicated Service | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $9.03 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,784 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.8 |
| Kilometres/Hour | 17.0 |
| Average Kilometres/Trip | 6.1 |
| Trips/Registrant | 10.8 |
| Unaccommodated Trip Requests | - |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,606 |
| Kilometres/Vehicle | 27,637 |

# BROCKVILLE PARA - TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: TED ALLAN
(613) 342-8772
OPERATIONS CONTACT: DEAN HUMBLE
(613) 345-7272

SERVICE STARTED IN: August 1988
POPULATION SERVED: 20,760
SERVICE AREA (ha): 21

ADVISORY COMMITTEE? Yes
MEMBERS: 14

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: Eligibility Determined By Admin. Staff | 9 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS

| | | |
|---|---|---|
| Eligible - Wheelchair | 60 | 63% |
| - Ambulatory | 32 | 34% |
| - Temporary | 3 | 3% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 95 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | | Revenue |
|---|---|---|---|---|
| Dedicated | $ | 36,428. | | |
| Non-Dedicated | $ | 0. | | |
| TOTAL: | $ | 36,428. | $ | 957. |
| NET OPERATING COST | $ | 35,471. | | |
| Provincial Share | $ | 14,610. | | |
| Municipal Share | $ | 17,735. | | |
| Donations | $ | 3,125. | | |

ANNUAL ONE-WAY TRIPS

| | Dedicated | Non-Ded |
|---|---|---|
| Eligible - Wheelchair | N/A | 0 |
| - Ambulatory | N/A | 0 |
| Attendants/Companion | N/A | 0 |
| Other (not eligible) | N/A | 0 |
| TOTAL | 22,546 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 20 | 1% |
| Pre-booked | 100 | 5% |
| Reservation | 2000 | 94% |
| Demand-Response | 18 | 1% |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 0 |
| CANCELLED TRIPS: | 6 |
| NO-SHOWS: | 2 |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 07:00 to 19:00
Saturday - 07:00 to 19:00
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 30 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $0.95 | | |
| Child: | $0.95 | | |
| Student: | $0.95 | | |
| Senior: | $0.95 | | |
| Attendant | $0.95 | | |
| Companion | $0.95 | | |
| Other: | $0.95 | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Same
Fare Structure: Same

# BROCKVILLE VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 5 | 7 | 5.0 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES | 1 | | | |

OWNERSHIP: Contractor MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Saturday | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 10,210
- Total: 10,210

ANNUAL HOURS:
- Revenue: 455
- Total: 455

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | 1 | | |
| Office | 1 | 1 | | |
| Maintenance | | | | |
| Administration | — | 1 | | |
| TOTAL | 2 | 3 | | |

OPERATOR'S UNION: None
Conventional Union: CUPE, LOCAL 115

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $8.50 | ($10.50) |
| Maintenance: | N/A | (N/A) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 3%

| | |
|---|---|
| Net Operating Cost/Capita | $1.71 |
| Municipal Net Cost/Capita | $0.85 |
| Share of Net Cost - Provincial | 55% |
| - Municipal (incl. Donations) | 45% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $80.06 |
| Cost/Kilometre | $3.57 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0050 |
| Revenue Vehicle Hours/Capita: | 0.022 |
| Trips/Capita: | 0.081 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $21.67 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 303 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 3.7 |
| Kilometres/Hour | 22.0 |
| Average Kilometres/Trip | 6.1 |
| Trips/Registrant | 17.7 |
| Unaccommodated Trip Requests | - |
| Cancellations | 0.4% |
| No-Shows | 0.1% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 455 |
| Kilometres/Vehicle | 10,210 |

# BURLINGTON HANDI - VAN

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: ROBERT YOUNG
(416) 335-7763

OPERATIONS CONTACT: LINDA HILL
(416) 335-7777

SERVICE STARTED IN: 1973
POPULATION SERVED: 120,000
SERVICE AREA (ha): 18,900

ADVISORY COMMITTEE? Yes
MEMBERS: 5

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION | |
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: Eligibility Determined By Admin. Staff | 5 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

| NUMBER OF REGISTRANTS: | | |
|---|---|---|
| Eligible - Wheelchair | 307 | 73% |
| - Ambulatory | 96 | 23% |
| - Temporary | 15 | 4% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 418 | |

| HOW OFTEN LIST OF REGISTRANTS SCREENED | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

| OPERATING COSTS AND REVENUES: | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 335,356. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 335,356. | $ 28,301. |
| NET OPERATING COST: | $ | 307,055. | |
| Provincial Share | $ | 162,559. | |
| Municipal Share | $ | 144,496. | |
| Donations | $ | 0. | |

| ANNUAL ONE-WAY TRIPS: | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 26,240 | 0 |
| - Ambulatory | 0 | 0 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 26,240 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 1,312 | 5% |
| Pre-booked | 13,120 | 50% |
| Reservation | 9,184 | 35% |
| Demand-Response | 2,624 | 10% |
| UNACCOMMODATED TRIP REQUESTS: | 0 | |
| CANCELLED TRIPS: | 0 | |
| NO-SHOWS: | 0 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X MAX. ONE STEP

HOURS OF SERVICE:
Weekdays - 07:00 to 23:00
Saturday - 07:00 to 23:00
Sunday - 09:00 to 17:00
Holidays - 09:00 to 17:00

CALL-INS: Minimum 24 Hrs., Max. 30 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | 10/$10. | |
| Child: | $1.00 | 10/$10. | |
| Student: | $1.00 | 10/$10. | |
| Senior: | $1.00 | 10/$10. | |
| Attendant: | $1.00 | 10/$10. | |
| Companion | $1.00 | 10/$10. | |
| Other: | $1.00 | 10/$10. | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Same
Fare Structure: Same

# BURLINGTON VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 6 | 7 | 5 | 4.5 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 6 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 3 | 4 | 4 | 4 | 2 | 1 | 1 | |
| Saturday | | 1 | 1 | 1 | 1 | 1 | | |
| Sunday | | 1 | 1 | 1 | 1 | | | |
| Holidays | | 1 | 1 | 1 | 1 | | | |

ANNUAL KILOMETRES:
- Revenue: N/A
- Total: N/A

ANNUAL HOURS:
- Revenue: N/A
- Total: 26,240

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 5 | 3 | | |
| Office | 1 | 1 | | |
| Maintenance | | | | |
| Administration | — | — | | |
| TOTAL | 6 | 4 | | |

OPERATOR'S UNION: CUPE, LOCAL 2723
Conventional Union: CUPE, LOCAL 2723

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $13.04 | ($13.04) |
| Maintenance: | $15.63 | ($15.63) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost 8%

| | |
|---|---|
| Net Operating Cost/Capita | $2.56 |
| Municipal Net Cost/Capita | $1.20 |
| Share of Net Cost - Provincial | 53% |
| - Municipal (incl. Donations) | 47% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $12.78 |
| Cost/Kilometre | - |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0030 |
| Revenue Vehicle Hours/Capita: | 0.219 |
| Trips/Capita: | 0.219 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $12.78 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 4,037 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.0 |
| Kilometres/Hour | - |
| Average Kilometres/Trip | - |
| Trips/Registrant | 62.8 |
| Unaccommodated Trip Requests | - |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 4,373 |
| Kilometres/Vehicle | - |

# CAMBRIDGE DISABLED SERVICE

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: GARY STOCKFORD (519) 623-1340

OPERATIONS CONTACT: LINDA HILL (519) 623-1340

SERVICE STARTED IN: March 1976
POPULATION SERVED: 80,657
SERVICE AREA (ha): 11,391

ADVISORY COMMITTEE? NO
MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: Elig. Deter. By | |
| Medical/Health Professional | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 249 | 67% |
| - Ambulatory | 120 | 33% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 369 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 94,096 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 94,096 | $ 8,212 |
| NET OPERATING COST: | $ | 85,884 | |
| Provincial Share | $ | 43,028 | |
| Municipal Share | $ | 42,856 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | N/A | 0 |
| - Ambulatory | N/A | 0 |
| Attendants/Companion | N/A | 0 |
| Other (not eligible) | N/A | 0 |
| TOTAL | 6,200 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | N/A | 0% |
| Pre-booked | 1000 | 16% |
| Reservation | N/A | 0% |
| Demand-Response | N/A | 0% |
| UNACCOMMODATED TRIP REQUESTS: | 28 | |
| CANCELLED TRIPS: | 752 | |
| NO-SHOWS: | 10 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X Main Entrance Only

HOURS OF SERVICE:
Weekdays - 08:00 to 23:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 30 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.40 | | |
| Child: | $1.40 | | |
| Student: | $1.40 | | |
| Senior: | $1.40 | | |
| Attendant: | $1.40 | | |
| Companion: | $1.40 | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE:
$2.85 Kitchener Trip

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.90 cash

# CAMBRIDGE VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 3 | 5 | 6 | 5.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality

MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 2 | 2 | 1 | 1 | 1 | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue: | 55,742 |
| Total: | 55,742 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue: | 4,447 |
| Total: | 4,216 |

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | 1 | | | |
| Maintenance | | 1 | | |
| Administration | | | | |
| TOTAL | 2 | 1 | | |

OPERATOR'S UNION: ATU, LOCAL 1608

Conventional Union: ATU, LOCAL 1608

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $11.86 | ($11.86) |
| Maintenance: | $13.84 | ($11.86) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 9%

| | |
|---|---|
| Net Operating Cost/Capita | $1.07 |
| Municipal Net Cost/Capita | $0.53 |
| Share of Net Cost - Provincial | 50% |
| - Municipal (incl. Donations) | 50% |

## EFFICIENCY

(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $21.16 |
| Cost/Kilometre | $1.69 |
| Maintenance Cost/Kilometre | $0.204 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0050 |
| Revenue Vehicle Hours/Capita: | 0.055 |
| Trips/Capita: | 0.077 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $15.18 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 4,447 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.4 |
| Kilometres/Hour | 13.0 |
| Average Kilometres/Trip | 9.0 |
| Trips/Registrant | 16.8 |
| Unaccommodated Trip Requests | 0.5% |
| Cancellations | 12.1% |
| No-Shows | 0.2% |

## VEHICLE UTILIZATION

(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,482 |
| Kilometres/Vehicle | 18,581 |

# CHATHAM
# CHATHAM TRANSIT

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: BLAIR ANDERSON
(519) 436-3278

OPERATIONS CONTACT: REG DENURE
(519) 352-1920

SERVICE STARTED IN: April 1973
POPULATION SERVED: 42,000
SERVICE AREA (ha): 2,812

ADVISORY COMMITTEE? NO
MEMBERS:

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION: | |
| Unable to Board | X |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | NO |
| MEMBERS: Elig. Deter. By Administrative Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

| NUMBER OF REGISTRANTS: | | |
|---|---|---|
| Eligible - Wheelchair | 170 | 66% |
| - Ambulatory | 85 | 33% |
| - Temporary | 4 | 2% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 259 | |

| HOW OFTEN LIST OF REGISTRANTS SCREENED: | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 57,300. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 57,300. | $ 6,870. |
| NET OPERATING COST: | $ | 50,430. | |
| Provincial Share | $ | 29,036. | |
| Municipal Share | $ | 15,394. | |
| Donations | $ | 6,000. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 3,158 | 0 |
| - Ambulatory | 1,486 | 0 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 4,644 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 2,322 | 50% |
| Pre-booked | 697 | 15% |
| Reservation | 1,393 | 30% |
| Demand-Response | 232 | 5% |
| UNACCOMMODATED TRIP REQUESTS: | 6 | |
| CANCELLED TRIPS: | 420 | |
| NO-SHOWS: | 6 | |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 21:30
Saturday - 08:00 to 18:00
Sunday - 09:00 to 14:00
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.40 | | |
| Child: | $1.40 | | |
| Student: | $1.40 | | |
| Senior: | $1.40 | | |
| Attendant: | $1.40 | | |
| Companion: | No Ch. | | |
| Other: | N/A | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.85 cash

# CHATHAM VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 1 | 5 | 4 | 2.0 |
| Other | — | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Saturday | 1 | 1 | 1 | 1 | 1 | | | |
| Sunday | | 1 | 1 | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: N/A
- Total: N/A

ANNUAL HOURS:
- Revenue: 3,279
- Total: 3,640

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | 2 | | |
| Office | | 1 | | |
| Maintenance | | 1 | | |
| Administration | — | 1 | | |
| TOTAL | 1 | 5 | | |

OPERATOR'S UNION: NONE
Conventional Union: NONE

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $7.25 | ($11.42) |
| Maintenance: | $12.20 | ($12.20) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 12%

| | |
|---|---|
| Net Operating Cost/Capita | $1.20 |
| Municipal Net Cost/Capita | $0.51 |
| Share of Net Cost - Provincial | 58% |
| - Municipal (incl. Donations) | 42% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $17.48 |
| Cost/Kilometre | - |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0060 |
| Revenue Vehicle Hours/Capita: | 0.078 |
| Trips/Capita: | 0.111 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $12.34 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,640 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.4 |
| Kilometres/Hour | - |
| Average Kilometres/Trip | - |
| Trips/Registrant | 17.9 |
| Unaccommodated Trip Requests | 0.1% |
| Cancellations | 9.0% |
| No-Shows | 0.1% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 3,279 |
| Kilometres/Vehicle | |

# COBOURG WHEELS

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: DONNA PEARSE (416) 372-4301

OPERATIONS CONTACT: GARTH HAGGERTY (416) 372-3700

SERVICE STARTED IN: June 1984
POPULATION SERVED: 13,287
SERVICE AREA (ha): 1,532

ADVISORY COMMITTEE? Yes
MEMBERS: 12

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | |

ELIGIBILITY COMMITTEE? NO
MEMBERS: Elig. Deter. By Medical Health Professionals.

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 74 | 55% |
| - Ambulatory | 61 | 45% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 135 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

COMPANIONS ALLOWED IF SPACE? No
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 30,844 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 30,844 | $ 16,159 |

| | | |
|---|---|---|
| NET OPERATING COST: | $ | 14,685 |
| Provincial Share | $ | 11,014 |
| Municipal Share | $ | 1,416 |
| Donations | $ | 2,255 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 2,868 | 0 |
| - Ambulatory | 1,106 | 0 |
| Attendants/Companion | 617 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 4,591 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 2,826 | 62% |
| Pre-booked | 0 | 0% |
| Reservation | 1,765 | 38% |
| Demand-Response | 0 | 0% |

UNACCOMMODATED TRIP REQUESTS: 10
CANCELLED TRIPS: 30
NO-SHOWS: 3

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 17:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | | |
| Child: | $1.00 | | |
| Student: | $1.00 | | |
| Senior: | $1.00 | | |
| Attendant: | $1.00 | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: School Board Contracts ($4.50/Trip)

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.65 cash

# COBOURG VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 3 | 4 | 4.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 22,061
- Total: 22,061

ANNUAL HOURS:
- Revenue: 2,259
- Total: 2,259

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | 3 | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | — | 1 | | |
| TOTAL | 1 | 4 | | |

OPERATOR'S UNION: NONE
Conventional Union: NONE

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $8.00 | ($6.60) |
| Maintenance: | N/A | ($13.50) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 52%

| | |
|---|---|
| Net Operating Cost/Capita | $1.11 |
| Municipal Net Cost/Capita | $0.45 |
| Share of Net Cost - Provincial | 75% |
| - Municipal (incl. Donations) | 25% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $13.65 |
| Cost/Kilometre | $1.40 |
| Maintenance Cost/Kilometre | $0.156 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0100 |
| Revenue Vehicle Hours/Capita: | 0.170 |
| Trips/Capita: | 0.299 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $7.76 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 904 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.8 |
| Kilometres/Hour | 10.0 |
| Average Kilometres/Trip | 5.6 |
| Trips/Registrant | 29.4 |
| Unaccommodated Trip Requests | 0.3% |
| Cancellations | 0.8% |
| No-Shows | 0.1% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,259 |
| Kilometres/Vehicle | 22,061 |

# CORNWALL HANDI-TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: SHERMAN GOODWIN (613) 933-8177

OPERATIONS CONTACT: SHERMAN GOODWIN (613) 933-8177

SERVICE STARTED IN: August 1981
POPULATION SERVED: 46,600
SERVICE AREA (ha): 6,345

ADVISORY COMMITTEE? No
MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | |

ELIGIBILITY COMMITTEE? NO
MEMBERS: Eligibility Deter. By Medical/Health Professionals

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 275 | 30% |
| - Ambulatory | 650 | 70% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 925 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 215,609. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 215,609. | $ 17,317. |
| NET OPERATING COST: | $ | 198,292. | |
| Provincial Share | $ | 94,016. | |
| Municipal Share | $ | 104,276. | |
| Donations | $ | 0. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 5,414 | 0 |
| - Ambulatory | 8,565 | 0 |
| Attendants/Companion | 1,066 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 15,045 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 6,812 | 45% |
| Pre-booked | 3,640 | 24% |
| Reservation | 4,593 | 31% |
| Demand-Response | 0 | 0% |

UNACCOMMODATED TRIP REQUESTS: 59
CANCELLED TRIPS: 4,063
NO-SHOWS: 231

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 06:15 to 23:30
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 14 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.25 | | $12.50 |
| Child: | $1.25 | | $12.50 |
| Student | $1.25 | | $12.50 |
| Senior: | $1.25 | | $12.50 |
| Attendant: | $1.25 | | $12.50 |
| Companion: | $1.25 | | $12.50 |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Same
Fare Structure: Different, $0.85 cash

# CORNWALL VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 2 | 5 | 12 | 8.0 |
| Purpose-Built | 1 | 4 | 6 | 2.0 |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 2 | 2 | 1 | 1 | 1 | |
| Saturday | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 96,246
- Total: 96,246

ANNUAL HOURS:
- Revenue: 7,515
- Total: 7,515

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 3 | | 4 | |
| Office | | | 2 | |
| Maintenance | | | 3 | |
| Administration | — | | 2 | |
| TOTAL | 3 | | 11 | |

OPERATOR'S UNION: ATU, LOCAL 946
Conventional Union: ATU, LOCAL 946

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $12.81 | ($12.81) |
| Maintenance: | $13.80 | ($13.80) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 8%

| | |
|---|---|
| Net Operating Cost/Capita | $4.26 |
| Municipal Net Cost/Capita | $2.24 |
| Share of Net Cost - Provincial | 47% |
| - Municipal (incl. Donations) | 53% |

## EFFICIENCY

(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $28.69 |
| Cost/Kilometre | $2.24 |
| Maintenance Cost/Kilometre | $0.174 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0200 |
| Revenue Vehicle Hours/Capita: | 0.161 |
| Trips/Capita: | 0.300 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $15.42 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,503 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.9 |
| Kilometres/Hour | 13.0 |
| Average Kilometres/Trip | 6.9 |
| Trips/Registrant | 15.1 |
| Unaccommodated Trip Requests | 0.4% |
| Cancellations | 29.1% |
| No-Shows | 1.7% |

## VEHICLE UTILIZATION

(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,505 |
| Kilometres/Vehicle | 32,082 |

# DRYDEN HANDI-TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: H.B. HOFFSTROM (807) 223-1127

OPERATIONS CONTACT: JUDI STRATTON (807) 223-3568

SERVICE STARTED IN: November 1975
POPULATION SERVED: 6,219
SERVICE AREA (ha): 1,686

ADVISORY COMMITTEE? Yes
MEMBERS: 6

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION
- Unable to Board
- Unable to Use
- Unable to Use With Dignity
- Other - Phys./Mental: X

ELIGIBILITY COMMITTEE? NO
MEMBERS: Eligibility Deter. By Administrative Staff

REGISTRATION REQUIRED? No
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS
- Eligible - Wheelchair
- - Ambulatory
- - Temporary
- Attendants/Companions
- Other (not eligible)

TOTAL:

HOW OFTEN LIST OF REGISTRANTS SCREENED
- At Least Annually
- Every 2 or 3 Years
- Every 4 or 5 Years
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 32,832. | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 32,832. | $ 5,022. |
| NET OPERATING COST: | $ | 27,810. | |
| Provincial Share | $ | 16,098. | |
| Municipal Share | $ | 11,462. | |
| Donations | $ | 250. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 835 | 0 |
| - Ambulatory | 1,934 | 0 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 2,769 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 2,362 | 85% |
| Pre-booked | 296 | 11% |
| Reservation | 79 | 3% |
| Demand-Response | 32 | 1% |

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 34
NO-SHOWS: 0

## SERVICE

TYPE: Door to Door: X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
- Weekdays - 08:00 to 16:00
- Saturday -
- Sunday -
- Holidays -

CALL-INS: Minimum 4 Hrs., Max. 1Day

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | | |
| Child: | $1.00 | | |
| Student: | $2.00 | | |
| Senior: | $1.00 | | |
| Attendant: | | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: Same
- Fare Structure: Different, $0.75 cash

# DRYDEN VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 3 | 8 | 8.0 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 8,690
- Total: 8,690

ANNUAL HOURS:
- Revenue: 479
- Total: 479

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | — | | | |
| TOTAL | 1 | | | |

OPERATOR'S UNION: NONE
Conventional Union: N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $12.00 | ($12.65) |
| Maintenance: | N/A | (N/A) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost 15%

| | |
|---|---|
| Net Operating Cost/Capita | $4.47 |
| Municipal Net Cost/Capita | $1.92 |
| Share of Net Cost - Provincial | 58% |
| - Municipal (incl. Donations) | 42% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $68.54 |
| Cost/Kilometre | $3.78 |
| Maintenance Cost/Kilometre | $0.349 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | - |
| Revenue Vehicle Hours/Capita: | 0.077 |
| Trips/Capita: | 0.445 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $11.86 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 479 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 5.8 |
| Kilometres/Hour | 18.0 |
| Average Kilometres/Trip | 3.1 |
| Trips/Registrant | - |
| Unaccommodated Trip Requests | - |
| Cancellations | 1.2% |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 479 |
| Kilometres/Vehicle | 8,690 |

# ELLIOT LAKE HANDILIFT BUS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: MICHAEL PERKINS
(705) 461-7203

OPERATIONS CONTACT:

SERVICE STARTED IN: March 1988
POPULATION SERVED: 16,700
SERVICE AREA (ha): 1,200

ADVISORY COMMITTEE? No
MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | NO |
| MEMBERS: Eligibility Deter. By Administrative Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS

| | | |
|---|---|---|
| Eligible - Wheelchair | 20 | 38% |
| - Ambulatory | 28 | 54% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 4 | 8% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 52 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 41,594 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 41,594 | $ 1,714 |
| NET OPERATING COST | $ | 39,880 | |
| Provincial Share | $ | 22,072 | |
| Municipal Share | $ | 17,808 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 1,200 | 0 |
| - Ambulatory | 1,700 | 0 |
| Attendants/Companion | 298 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 3,198 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 400 | 13% |
| Pre-booked | 1,400 | 44% |
| Reservation | 1,000 | 31% |
| Demand-Response | 398 | 12% |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 0 |
| CANCELLED TRIPS: | 0 |
| NO-SHOWS: | 0 |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 07:30 to 18:30
Saturday - 07:30 to 18:30
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 2 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.10 | | |
| Child: | $0.60 | | |
| Student: | $0.60 | | |
| Senior: | $0.60 | | |
| Attendant: | $1.10 | | |
| Companion: | $1.10 | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

# ELLIOT LAKE VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 5 | 10 | 12.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Saturday | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 11,000
- Total: 12,200

ANNUAL HOURS:
- Revenue: 1,557
- Total: 1,708

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -
-

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION: Sched. Through Dispatch

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | | 2 | | |
| Office | | 1 | | |
| Maintenance | | 1 | | |
| Administration | | 1 | | |
| TOTAL | | | | |

OPERATOR'S UNION: NONE
Conventional Union: NONE

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $7.60 | $8.00 |
| Maintenance: | $16.67 | $14.00 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 10%

| | |
|---|---|
| Net Operating Cost/Capita | $2.39 |
| Municipal Net Cost/Capita | $1.07 |
| Share of Net Cost - Provincial | 55% |
| - Municipal (incl. Donations) | 45% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $26.71 |
| Cost/Kilometre | $3.78 |
| Maintenance Cost/Kilometre | $0.300 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0030 |
| Revenue Vehicle Hours/Capita: | 0.093 |
| Trips/Capita: | 0.174 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $14.34 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,557 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.9 |
| Kilometres/Hour | 7 |
| Average Kilometres/Trip | 3.8 |
| Trips/Registrant | 55.8 |
| Unaccommodated Trip Requests | - |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,557 |
| Kilometres/Vehicle | 11,000 |

# ESPANOLA JUBILEE BUS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: MERWYN P. SHEPPARD (705) 869-1540

OPERATIONS CONTACT: MERWYN P. SHEPPARD (705)869-1540

SERVICE STARTED IN: September 1986
POPULATION SERVED: 5,391
SERVICE AREA (ha): 1,619

ADVISORY COMMITTEE? YES
MEMBERS: 4

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | NO |
| MEMBERS: Eligibility Deter. By | |
| Medical/Health Professional | |
| REGISTRATION REQUIRED? | No |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 12 | 9% |
| - Ambulatory | 62 | 46% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 20 | 15% |
| Other (not eligible) | 40 | 30% |
| TOTAL: | 134 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 10,765 | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 10,765 | $ 3,274 |
| NET OPERATING COST: | $ | 7,491 | |
| Provincial Share | $ | 5,618 | |
| Municipal Share | $ | 1,873 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 200 | 0 |
| - Ambulatory | 772 | 0 |
| Attendants/Companion | 40 | 0 |
| Other (not eligible) | 603 | 0 |
| TOTAL | 1,615 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 720 | 45% |
| Pre-booked | 0 | 0% |
| Reservation | 0 | 0% |
| Demand-Response | 640 | 40% |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 0 |
| CANCELLED TRIPS: | 0 |
| NO-SHOWS: | 0 |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 09:30 to 15:30
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 2 Hrs., NO MAX.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Monthly Punchcards | Passes |
|---|---|---|---|
| Adult: | $1.00 | | |
| Child: | $1.00 | | |
| Student: | $1.00 | | |
| Senior: | $1.00 | | |
| Attendant: | | | |
| Companion: | $1.00 | | |
| Other: | $1.00 | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: No Conv. Service
Fare Structure: No Conv. Service

# ESPANOLA VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 4 | 6 | 3.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | 1 | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 11,223
- Total: 11,351

ANNUAL HOURS:
- Revenue: 755
- Total: 814

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -
-

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:
- Through Dispatch

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | | 1 | | |
| Office | | | | |
| Maintenance | | 1 | | |
| Administration | | 1 | | |
| TOTAL | | 3 | | |

OPERATOR'S UNION: NONE
Conventional Union: NO CONVENTIONAL SERVICE
MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $7.00 | - |
| Maintenance: | $12.86 | - |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 30%

| | |
|---|---|
| Net Operating Cost/Capita | $1.39 |
| Municipal Net Cost/Capita | $0.35 |
| Share of Net Cost - Provincial | 75% |
| - Municipal (incl. Donations) | 25% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $14.26 |
| Cost/Kilometre | $0.96 |
| Maintenance Cost/Kilometre | $0.093 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0170 |
| Revenue Vehicle Hours/Capita: | 0.140 |
| Trips/Capita: | 0.180 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $11.08 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,510 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.3 |
| Kilometres/Hour | 15.0 |
| Average Kilometres/Trip | 11.5 |
| Trips/Registrant | 10.3 |
| Unaccommodated Trip Requests | - |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 755 |
| Kilometres/Vehicle | 11,223 |

# FORT FRANCES HANDI - TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: CAROL A. HALVORSEN (807) 274-5323

OPERATIONS CONTACT: FRED WHITEHEAD (807) 274-9859

SERVICE STARTED IN: December 1986
POPULATION SERVED: 9,000
SERVICE AREA (ha): 6,500

ADVISORY COMMITTEE? Yes
MEMBERS: 6

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use With Dignity
- Other - DR CERTIFICATE: X

ELIGIBILITY COMMITTEE? No
MEMBERS: Eligibility Determined By Medical/Health Professional

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 4 | 7% |
| - Ambulatory | 49 | 89% |
| - Temporary | 2 | 4% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 55 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:
- At Least Annually: X
- Every 2 or 3 Years
- Every 4 or 5 Years
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? No

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 23,870 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 23,870 | $ 1,492 |

| | | |
|---|---|---|
| NET OPERATING COST: | $ | 22,378 |
| Provincial Share | $ | 11,413 |
| Municipal Share | $ | 8,782 |
| Donations | $ | 2,183 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 53 | 0 |
| - Ambulatory | 1,500 | 0 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 1,553 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 804 | 52% |
| Pre-booked | 152 | 10% |
| Reservation | 562 | 36% |
| Demand-Response | 35 | 2% |

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 49
NO-SHOWS: 15

## SERVICE

TYPE: Door to Door
- Curb to Curb: X
- Accessible Door

HOURS OF SERVICE:
- Weekdays - 08:15 to 15:45
- Saturday -
- Sunday -
- Holidays -

CALL-INS: Minimum 24 hrs, Max. 30 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | | |
| Child: | $1.00 | | |
| Student: | $1.00 | | |
| Senior: | $1.00 | | |
| Attendant: | $1.00 | | |
| Companion: | | | |
| Other: | $1.00 | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: Longer
- Fare Structure: Different, $0.75 cash

# FORT FRANCES VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| 5-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 2 | 2 | 2.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 1 | 1 | 1 | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 15,922
- Total: 16,442

ANNUAL HOURS:
- Revenue: 1,717
- Total: 1,757

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -
-

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:
Through Dispatch

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | | 4 | | |
| Maintenance | | | | |
| Administration | — | 1 | | |
| TOTAL | 1 | 5 | | |

OPERATOR'S UNION: CUPE, LOCAL 65
Conventional Union: CUPE, LOCAL 65
MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $11.36 | $12.66 |
| Maintenance: | $14.55 | $14.55 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost — 6%

| | |
|---|---|
| Net Operating Cost/Capita | $2.49 |
| Municipal Net Cost/Capita | $1.46 |
| Share of Net Cost - Provincial | 51% |
| - Municipal (incl. Donations) | 49% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $13.90 |
| Cost/Kilometre | $1.50 |
| Maintenance Cost/Kilometre | $0.039 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0060 |
| Revenue Vehicle Hours/Capita: | 0.191 |
| Trips/Capita: | 0.173 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $15.37 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,717 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 0.9 |
| Kilometres/Hour | 9.0 |
| Average Kilometres/Trip | 10.3 |
| Trips/Registrant | 28.2 |
| Unaccommodated Trip Requests | - |
| Cancellations | 3.2% |
| No-Shows | 1.0% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,717 |
| Kilometres/Vehicle | 15,922 |

# GUELPH MOBILITY SERVICE

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: DAVID KENNEDY (519) 837-5610
OPERATIONS CONTACT: MILDRED KINGDON (519) 836-1131

SERVICE STARTED IN: August 1977
POPULATION SERVED: 83,000
SERVICE AREA (ha): 6,871

ADVISORY COMMITTEE? Yes
MEMBERS: 8

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION: | |
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other - DR. CERTIFICATE | |
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS: Elig. Deter. By Admin. Staff and Medical/Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

| NUMBER OF REGISTRANTS: | | |
|---|---|---|
| Eligible - Wheelchair | 420 | 48% |
| - Ambulatory | 459 | 52% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 175 | |

| HOW OFTEN LIST OF REGISTRANTS SCREENED: | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

| OPERATING COSTS AND REVENUES: | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $ 229,291 | |
| Non-Dedicated | $ 0 | |
| TOTAL: | $ 229,291. | $ 38,478. |
| NET OPERATING COST: | $ 190,813. | |
| Provincial Share | $ 143,110. | |
| Municipal Share | $ 38,903. | |
| Donations | $ 8,800. | |

| ANNUAL ONE-WAY TRIPS: | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 11,841 | 0 |
| - Ambulatory | 20,541 | 0 |
| Attendants/Companion | 1,151 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 33,533 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 24,630 | 73% |
| Pre-booked | 4,000 | 12% |
| Reservation | 3,600 | 11% |
| Demand-Response | 152 | 0% |
| UNACCOMMODATED TRIP REQUESTS: | 700 | |
| CANCELLED TRIPS: | 3,055 | |
| NO-SHOWS: | 100 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X ONE STEP MAX.

HOURS OF SERVICE:
Weekdays - 08:00 to 17:45
Saturday - 09:30 TO 17:00
Sunday -
Holidays -

CALL-INS: No Minimum, Max. 14 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | $0.95 | |
| Child: | $1.00 | $0.95 | |
| Student: | $1.00 | $0.95 | |
| Senior: | $1.00 | $0.95 | |
| Attendant: | $1.00 | $0.95 | |
| Companion: | $1.00 | $0.95 | |
| Other: | $1.00 | $0.95 | |

OTHER METHODS OF PAYING FARE:
Subscription Rates For Bb. of Educ.

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

# GUELPH VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 7 | 5 | 8 | 3.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 7 | | | |

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 6 | 6 | 5 | 6 | 6 | 1 | 1 | |
| Saturday | | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 167,940
- Total: 169,225

ANNUAL HOURS:
- Revenue: 10,730
- Total: N/A

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 3 | 5 | | |
| Office | 1 | 1 | | |
| Maintenance | | 5 | | |
| Administration | 1 | 1 | | |
| TOTAL | 5 | 7 | | |

OPERATOR'S UNION: NONE
Conventional Union: ATU, LOCAL 1189

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $9.85 | $12.73 |
| Maintenance: | N/A | $15.36 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost 17%

| | |
|---|---|
| Net Operating Cost/Capita | $2.30 |
| Municipal Net Cost/Capita | $0.57 |
| Share of Net Cost - Provincial | 75% |
| - Municipal (incl. Donations) | 25% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $21.37 |
| Cost/Kilometre | $1.37 |
| Maintenance Cost/Kilometre | $0.107 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0110 |
| Revenue Vehicle Hours/Capita: | 0.129 |
| Trips/Capita: | 0.390 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $7.08 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,951 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 3.0 |
| Kilometres/Hour | 18.0 |
| Average Kilometres/Trip | 5.2 |
| Trips/Registrant | 36.8 |
| Unaccommodated Trip Requests | 2.2% |
| Cancellations | 9.4% |
| No-Shows | 0.3% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,533 |
| Kilometres/Vehicle | 23,991 |

# HALTON HILLS ACTIVAN

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: TED DREWLO P.ENG
(416) 873-2600
OPERATIONS CONTACT: TED TYLER
(416) 873-1550

SERVICE STARTED IN: May 1981
POPULATION SERVED: 34,189
SERVICE AREA (ha): 28,065

ADVISORY COMMITTEE? Yes
MEMBERS: 7

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION: | |
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other - DR. CERTIFICATE | |
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS: Elig. Deter. By Admin. Staff and Medical/Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

| NUMBER OF REGISTRANTS: | | |
|---|---|---|
| Eligible - Wheelchair | 15 | 9% |
| - Ambulatory | 90 | 51% |
| - Temporary | 70 | 40% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 175 | |

| HOW OFTEN LIST OF REGISTRANTS SCREENED: | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | X |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

| OPERATING COSTS AND REVENUES: | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 55,955. | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 55,955. | $ 6,567. |
| NET OPERATING COST: | $ | 49,388. | |
| Provincial Share | $ | 27,404. | |
| Municipal Share | $ | 9,186. | |
| Donations | $ | 12,798. | |

| ANNUAL ONE-WAY TRIPS: | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | N/A | 0 |
| - Ambulatory | N/A | 0 |
| Attendants/Companion | N/A | 0 |
| Other (not eligible) | N/A | 0 |
| TOTAL | 4,593 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 1,900 | 41% |
| Pre-booked | 0 | 0% |
| Reservation | 2,443 | 53% |
| Demand-Response | 250 | 5% |
| UNACCOMMODATED TRIP REQUESTS: | 100 | |
| CANCELLED TRIPS: | 100 | |
| NO-SHOWS: | 75 | |

## SERVICE

| TYPE: | |
|---|---|
| Door to Door | |
| Curb to Curb | X |
| Accessible Door | |
| HOURS OF SERVICE: | |
| Weekdays - 08:00 to 17:00 | |
| Saturday - | |
| Sunday - | |
| Holidays - | |
| CALL-INS: Minimum 24 hrs. Max. 7 Days | |

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | | |
| Child: | $1.00 | | |
| Student: | | | |
| Senior: | $1.00 | | |
| Attendant: | $1.00 | | |
| Companion: | $1.00 | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE:
$3.55/TP INV AT H.B.E. FOR SCL. TRIP
COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: No Conv. Service
Fare Structure: No Conv. Service

# HALTON HILLS VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 3 | 4 | 2.0 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | | 1 | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 23,211
- Total: 25,711

ANNUAL HOURS:
- Revenue: 1,441
- Total: 2,312

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | 2 | | |
| Office | | 1 | | |
| Maintenance | | 2 | | |
| Administration | — | — | | |
| TOTAL | 1 | 4 | | |

OPERATOR'S UNION: NONE
Conventional Union: NO CONVENTIONAL SERVICE

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | N/A | - |
| Maintenance: | N/A | - |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 12%

| | |
|---|---|
| Net Operating Cost/Capita | $1.45 |
| Municipal Net Cost/Capita | $0.64 |
| Share of Net Cost - Provincial | 56% |
| - Municipal (incl. Donations) | 44% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $38.83 |
| Cost/Kilometre | $2.41 |
| Maintenance Cost/Kilometre | $0.130 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0050 |
| Revenue Vehicle Hours/Capita: | 0.042 |
| Trips/Capita: | 0.134 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $12.18 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 721 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 3.2 |
| Kilometres/Hour | 16.0 |
| Average Kilometres/Trip | 5.1 |
| Trips/Registrant | 26.2 |
| Unaccommodated Trip Requests | 2.2% |
| Cancellations | 2.2% |
| No-Shows | 1.6% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,441 |
| Kilometres/Vehicle | 23,211 |

# HALTON REGION PEGASUS

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: JOAN KACZMARSKI (416) 827-2151
OPERATIONS CONTACT: MILDRED KINGDON (416) 364-1034

SERVICE STARTED IN: January 1988
POPULATION SERVED: 281,668
SERVICE AREA (ha): 98,305

ADVISORY COMMITTEE? Yes
MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other - DR. CERTIFICATE | |

ELIGIBILITY COMMITTEE? No
MEMBERS: Elig. Deter. By Admin. Staff.

| | |
|---|---|
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 103 | 47% |
| - Ambulatory | 104 | 48% |
| - Temporary | 11 | 5% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 175 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 61,329 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 61,329 | $ 5,505 |
| NET OPERATING COST: | $ | 55,824 | |
| Provincial Share | $ | 27,912 | |
| Municipal Share | $ | 27,912 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 1,742 | 0 |
| - Ambulatory | 0 | 0 |
| Attendants/Companion | 93 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 1,835 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 0 | 0% |
| Pre-booked | 0 | 0% |
| Reservation | 1,835 | 100% |
| Demand-Response | 0 | 0% |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 700 |
| CANCELLED TRIPS: | 3,055 |
| NO-SHOWS: | 100 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X ONE STEP MAX.

HOURS OF SERVICE:
Weekdays - 07:30 to 17:30
Saturday -
Sunday -
Holidays -

CALL-INS: No Minimum, Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $3.00 | | |
| Child: | $3.00 | | |
| Student: | $3.00 | | |
| Senior: | $3.00 | | |
| Attendant: | $3.00 | | |
| Companion: | $3.00 | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: No Conv. Service
Fare Structure: No Conv. Service

# HALTON REGION VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 3 | 6 | 7.0 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 65,664
- Total: 64,664

ANNUAL HOURS:
- Revenue: 1,473
- Total: 2,380

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1
-

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour X
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | | 4 | | |
| Maintenance | | 1 | | |
| Administration | — | 3 | | |
| TOTAL | 1 | 8 | | |

OPERATOR'S UNION: NONE
Conventional Union: NO CONVENTIONAL SERVICE
MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | N/A | - |
| Maintenance: | N/A | - |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 9%

| | |
|---|---|
| Net Operating Cost/Capita | $0.20 |
| Municipal Net Cost/Capita | $0.10 |
| Share of Net Cost - Provincial | 50% |
| - Municipal (incl. Donations) | 50% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $41.64 |
| Cost/Kilometre | $0.93 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0010 |
| Revenue Vehicle Hours/Capita: | 0.005 |
| Trips/Capita: | 0.006 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $35.21 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,473 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.2 |
| Kilometres/Hour | 45.0 |
| Average Kilometres/Trip | 37.7 |
| Trips/Registrant | 8.0 |
| Unaccommodated Trip Requests | - |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,473 |
| Kilometres/Vehicle | 65,664 |

# HAMILTON - WENTWORTH DARTS

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT:

OPERATIONS CONTACT: BRIAN PINTO
(416) 529-1212

SERVICE STARTED IN: 1976
POPULATION SERVED: 414,000
SERVICE AREA (ha): 66,560

ADVISORY COMMITTEE? Yes
MEMBERS: 16

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other - DR. CERTIFICATE | |

ELIGIBILITY COMMITTEE? No
MEMBERS: Elig. Deter. By Members

| | | |
|---|---|---|
| REGISTRATION REQUIRED? | Yes | |
| REGISTRATION CARDS? | No | |
| WAITING LIST? | Yes | 300 |
| WAITING ON LIST? | N/A | |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 2,800 | 40% |
| - Ambulatory | 4,200 | 60% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 7,000 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 2,248,000 | |
| Non-Dedicated | $ | 1,290,000 | |
| TOTAL: | $ | 3,538,000 | $ 608,000 |
| NET OPERATING COST: | $ | 2,930,000 | |
| Provincial Share | $ | 1,958,000 | |
| Municipal Share | $ | 972,000 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 136,800 | 191,000 |
| - Ambulatory | 7,200 | 0 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 144,000 | 191,00 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 134,000 | 40% |
| Pre-booked | 0 | 0% |
| Reservation | 167,500 | 50% |
| Demand-Response | 33,500 | 10% |

UNACCOMMODATED TRIP REQUESTS: 2,000
CANCELLED TRIPS: 24,000
NO-SHOWS: 7,000

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 06:30 to 23:30
Saturday - 08:00 to 01:00
Sunday - 08:00 to 23:00
Holidays - 08:00 to 23:00

CALL-INS: No Minimum, No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | X |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | | $1.05 | |
| Child: | | $1.05 | |
| Student: | | $1.05 | |
| Senior: | | $1.05 | |
| Attendant: | | $1.05 | |
| Companion: | | $1.05 | |
| Other: | | $1.05 | |

OTHER METHODS OF PAYING FARE:
AGENCY RATE $3.00-$7.00/TRIP

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

# HAMILTON - WENTWORTH VEHICLES

| VEHICLE TYPES | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 33 | 8 | 8 | 6.0 |
| Purpose-Built | | | | |
| Other | 30 | 0 | 6 | 2.0 |
| TOTAL VEHICLES | 63 | | | |

OWNERSHIP: MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 14 | 16 | 17 | 21 | 15 | 9 | 7 | |
| Saturday | | 6 | 9 | 8 | 7 | 9 | 7 | |
| Sunday | | 11 | 11 | 8 | 7 | 7 | 6 | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: N/A
- Total: N/A

ANNUAL HOURS:
- Revenue: N/A
- Total: 72,000

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/trip X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 14 | 42 | | |
| Office | 7 | | | 3 |
| Maintenance | | | | |
| Administration | 4 | | | |
| TOTAL | 25 | 42 | | 3 |

OPERATOR'S UNION: CUPE, LOCAL 839
Conventional Union: ATU, LOCAL N/A
MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $12.00 | $16.00 |
| Maintenance: | N/A | N/A |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 17%

| | |
|---|---|
| Net Operating Cost/Capita | $7.08 |
| Municipal Net Cost/Capita | $2.35 |
| Share of Net Cost - Provincial | 67% |
| - Municipal (incl. Donations) | 33% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $31.22 |
| Cost/Kilometre | - |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0170 |
| Revenue Vehicle Hours/Capita: | 0.174 |
| Trips/Capita: | 0.809 |
| Trips by Non-Dedicated Service: | 57% |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $15.61 |
| - Non-Dedicated | $6.75 |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2.057 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.0 |
| Kilometres/Hour | - |
| Average Kilometres/Trip | - |
| Trips/Registrant | 47.9 |
| Unaccommodated Trip Requests | 0.6% |
| Cancellations | 7.2% |
| No-Shows | 2.1% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,143 |
| Kilometres/Vehicle | - |

# HANOVER

**BRUCE, GREY & HURON DIST. TRANSP.**

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: G.B. KUENEMAN (519) 364-2780

OPERATIONS CONTACT: JOE PICKERING (519) 821-1318

SERVICE STARTED IN: January 1985
POPULATION SERVED: 50,000
SERVICE AREA (ha): N/A

ADVISORY COMMITTEE? Yes
MEMBERS: 11

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION: | |
| Unable to Board | X |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: Eligibility Determined By Admin. Staff | 11 |
| REGISTRATION REQUIRED? | No |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:
- Eligible - Wheelchair
- Ambulatory
- Temporary
- Attendants/Companions
- Other (not eligible)

TOTAL:

HOW OFTEN LIST OF REGISTRANTS SCREENED:
- At Least Annually
- Every 2 or 3 Years
- Every 4 or 5 Years
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 119,294 | |
| Non-Dedicated | $ | 0 | |
| TOTAL | $ | 119,294 | $ 20,084 |
| NET OPERATING COST: | $ | 99,250 | |
| Provincial Share | $ | 60,250 | |
| Municipal Share | $ | 38,774 | |
| Donations | $ | 186 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 5,300 | 0 |
| - Ambulatory | 1,630 | 0 |
| Attendants/Companion | 1,198 | 0 |
| Other (not eligible) | 26 | 0 |
| TOTAL | 8,154 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 5,708 | 70% |
| Pre-booked | 1631 | 20% |
| Reservation | 408 | 5% |
| Demand-Response | 407 | 5% |

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 0
NO-SHOWS: 0

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
- Weekdays - 06:00 to 21:00
- Saturday - 09:00 to 18:30
- Sunday - 10:00 to 19:30
- Holidays - 09:00 to 21:30

CALL-INS: Minimum 2 Hrs., Max. 1 Day

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | | | |
| Child: | | | |
| Student: | | | |
| Senior: | | | |
| Attendant: | | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE:
RANGE $1.75 - $2.25

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: No Conv. Service
- Fare Structure: No Conv. Service

# HANOVER VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 8 | 3 | 1 | 4.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 8 | | | |

OWNERSHIP: MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 8 | 8 | 2 | 8 | 8 | 1 | 1 | 1 |
| Saturday | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Sunday | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Holidays | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

ANNUAL KILOMETRES:
- Revenue: N/A
- Total: N/A

ANNUAL HOURS:
- Revenue: 7,176
- Total: 7,176

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 7 | 3 | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | 1 | - | | |
| TOTAL | 8 | 3 | | |

OPERATOR'S UNION: NONE
Conventional Union: NO CONVENTIONAL SERVICE
MAXIMUM WAGE RATES:

| | (Conventional) |
|---|---|
| Operators: | $8.91 - |
| Maintenance: | N/A - |

# PERFORMANCE INDICATORS

## FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Total Operating Cost | 17% |
| Net Operating Cost/Capita | $1.98 |
| Municipal Net Cost/Capita | $0.78 |
| Share of Net Cost - Provincial | 61% |
| - Municipal (incl. Donations) | 39% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $16.62 |
| Cost/Kilometre | - |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | - |
| Revenue Vehicle Hours/Capita: | 0.144 |
| Trips/Capita: | 0.139 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $17.21 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 844 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.0 |
| Kilometres/Hour | - |
| Average Kilometres/Trip | - |
| Trips/Registrant | - |
| Unaccommodated Trip Requests | - |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 897 |
| Kilometres/Vehicle | - |

**KENORA, KEEWATIN, JAFFRAY & MELICK**

# HANDI - TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: J. TIVY
(807) 468-8906

OPERATIONS CONTACT: E.O. MARTIN
(807) 468-8906

SERVICE STARTED IN: June 1980
POPULATION SERVED: 14,998
SERVICE AREA (ha): 23,883

ADVISORY COMMITTEE? Yes
MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: Eligibility Determined By Admin. Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 37 | 74% |
| - Ambulatory | 9 | 18% |
| - Temporary | 4 | 8% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 50 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 38,989 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 38,989 | $ 6,216 |
| NET OPERATING COST: | $ | 32,773 | |
| Provincial Share | $ | 24,580 | |
| Municipal Share | $ | 8,193 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 3,108 | 0 |
| - Ambulatory | 3,108 | 0 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 6,216 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 2,970 | 48% |
| Pre-booked | 298 | 5% |
| Reservation | 2,650 | 43% |
| Demand-Response | 298 | 5% |
| UNACCOMMODATED TRIP REQUESTS: | 0 | |
| CANCELLED TRIPS: | 50 | |
| NO-SHOWS: | 25 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X Max. 3 Step Rise

HOURS OF SERVICE:
Weekdays - 08:00 to 23:30
Saturday - 08:00 to 23:30
Sunday - 08:00 to 23:30
Holidays - 08:00 to 23:30

CALL-INS: Minimum 24 Hrs., Max. 365 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | | |
| Child: | $1.00 | | |
| Student: | $1.00 | | |
| Senior: | $1.00 | | |
| Attendant: | $1.00 | | |
| Companion: | $1.00 | | |
| Other: | $1.00 | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Shorter
Fare Structure: Different, $0.75 Cash

# K.K.J. & M. VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 4 | 2 | 2.0 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |
| Saturday | | 1 | 1 | 1 | 1 | 1 | 1 | |
| Sunday | | 1 | 1 | 1 | 1 | 1 | 1 | |
| Holidays | | 1 | 1 | 1 | 1 | 1 | 1 | |

ANNUAL KILOMETRES:
- Revenue: 29,000
- Total: 30,000

ANNUAL HOURS:
- Revenue: 2,509
- Total: 2,600

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 0
-

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | 5 | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | — | — | | 1 |
| TOTAL | 1 | 5 | | 1 |

OPERATOR'S UNION: NONE
Conventional Union: NONE
MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $9.00 | $11.15 |
| Maintenance: | $14.57 | $17.65 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 16%

| | |
|---|---|
| Net Operating Cost/Capita | $2.19 |
| Municipal Net Cost/Capita | $0.55 |
| Share of Net Cost - Provincial | 75% |
| - Municipal (incl. Donations) | 25% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $15.54 |
| Cost/Kilometre | $1.34 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0030 |
| Revenue Vehicle Hours/Capita: | 0.167 |
| Trips/Capita: | 0.414 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $6.27 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 717 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.5 |
| Kilometres/Hour | 12.0 |
| Average Kilometres/Trip | 4.7 |
| Trips/Registrant | 124.3 |
| Unaccommodated Trip Requests | - |
| Cancellations | 0.8% |
| No-Shows | 0.4% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,509 |
| Kilometres/Vehicle | 29,000 |

## KINGSTON & KINGSTON TWP.
**BUS FOR THE HANDICAPPED**

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: R.K. FIEBIG
(613) 546-4291

OPERATIONS CONTACT: LOU CARPENTIER
(613) 542-2512

SERVICE STARTED IN: September 1967
POPULATION SERVED: 88,000
SERVICE AREA (ha): 7,072

ADVISORY COMMITTEE? YES
MEMBERS: 9

# REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | NO |
| MEMBERS: Eligibility Deter. By Medical Health Professionals. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS

| | | |
|---|---|---|
| Eligible - Wheelchair | 706 | 83% |
| - Ambulatory | 140 | 17% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 846 | |

| | |
|---|---|
| HOW OFTEN LIST OF REGISTRANTS SCREENED: | |
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | Yes |

# FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 749,033. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 749,033. | $ 221,572. |
| NET OPERATING COST: | $ | 527,461. | |
| Provincial Share | $ | 392,828. | |
| Municipal Share | $ | 129,154. | |
| Donations | $ | 5,479. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 54,501 | 0 |
| - Ambulatory | 17,211 | 0 |
| Attendants/Companion | 6,257 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 77,969 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 32,270 | 41% |
| Pre-booked | 2,151 | 3% |
| Reservation | 30,120 | 39% |
| Demand-Response | 7,171 | 9% |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 402 |
| CANCELLED TRIPS: | 0 |
| NO-SHOWS: | 0 |

# SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 07:30 to 23:00
Saturday - 09:00 to 23:00
Sunday - 09:00 to 23:00
Holidays - 09:00 to 21:00

CALL-INS: Minimum 1 Hrs., Max. 14 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | $1.00 | |
| Child: | $1.00 | $1.00 | |
| Student: | $1.00 | $1.00 | |
| Senior: | $1.00 | $1.00 | |
| Attendant: | $1.00 | $1.00 | |
| Companion: | $1.00 | $1.00 | |
| Other: | $1.00 | $1.00 | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Shorter
Fare Structure: Different, $0.95 cash

# KINGSTON VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 14 | 6 | 3 | 3.0 |
| Small Buses | 1 | 15 | 12 | 5.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES | 15 | | | |

OWNERSHIP:

MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 14 | 14 | 12 | 13 | 14 | 2 | 2 | |
| Saturday | | 3 | 3 | 3 | 3 | 3 | 3 | |
| Sunday | | 4 | 4 | 4 | 4 | 4 | 4 | |
| Holidays | | 4 | 4 | | 4 | 4 | | |

ANNUAL KILOMETRES:
- Revenue: 407,460
- Total: 407,460

ANNUAL HOURS:
- Revenue: 29,557
- Total: 34,578

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 2

PAYMENT METHOD:
- Flat Rate/trip X
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 13 | 7 | | |
| Office | 3 | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL | 17 | 7 | | |

OPERATOR'S UNION: CBRTW, LOCAL 291
Conventional Union: CBRTW, LOCAL 291
MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $10.42 | $13.64 |
| Maintenance: | N/A | $14.52 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 30%

| | |
|---|---|
| Net Operating Cost/Capita | $5.99 |
| Municipal Net Cost/Capita | $1.59 |
| Share of Net Cost - Provincial | 74% |
| - Municipal (incl. Donations) | 26% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $25.35 |
| Cost/Kilometre | $1.84 |
| Maintenance Cost/Kilometre | $0.194 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0100 |
| Revenue Vehicle Hours/Capita: | 0.336 |
| Trips/Capita: | 0.819 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $10.49 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,791 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.4 |
| Kilometres/Hour | 14.0 |
| Average Kilometres/Trip | 5.7 |
| Trips/Registrant | 84.8 |
| Unaccommodated Trip Requests | 0.6% |
| Cancellations | 0% |
| No-Shows | 0% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,970 |
| Kilometres/Vehicle | 27,164 |

# KITCHENER - WATERLOO PROJECT LIFT

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: JOHN WEBSTER (519) 741-2230

OPERATIONS CONTACT: DAVE SMITH (519) 744-5150

SERVICE STARTED IN: October 1973
POPULATION SERVED: 224,000
SERVICE AREA (ha): 14,000

ADVISORY COMMITTEE? Yes
MEMBERS: 20

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION: | |
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: | 4 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

| NUMBER OF REGISTRANTS: | | |
|---|---|---|
| Eligible - Wheelchair | 941 | 42% |
| - Ambulatory | 1,184 | 53% |
| - Temporary | 100 | 4% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 2,225 | |

| HOW OFTEN LIST OF REGISTRANTS SCREENED: | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

| OPERATING COSTS AND REVENUES: | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $ 986,931 | |
| Non-Dedicated | $ 107,288 | |
| TOTAL: | $ 1,094,219 | $ 82,826 |

| NET OPERATING COST: | $ 1,011,393 |
|---|---|
| Provincial Share | $ 506,310 |
| Municipal Share | $ 505,083 |
| Donations | $ 0 |

| ANNUAL ONE-WAY TRIPS: | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 32,852 | 0 |
| - Ambulatory | 21,901 | 16,039 |
| Attendants/Companion | 2,726 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 57,479 | 16,039 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 36,760 | 50% |
| Pre-booked | 12,250 | 17% |
| Reservation | 17,158 | 23% |
| Demand-Response | 7,350 | 10% |
| UNACCOMMODATED TRIP REQUESTS: | 8,788 | |
| CANCELLED TRIPS: | 10,143 | |
| NO-SHOWS: | 1,465 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X - 3 Step Max.

HOURS OF SERVICE:
Weekdays - 07:00 to 23:30
Saturday - 08:30 to 01:00
Sunday - 09:00 to 23:30
Holidays - 09:00 to 1:00

CALL-INS: Minimum 2 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | X |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.05 | 10/$10.50 | |
| Child: | $1.05 | 10/$10.50 | |
| Student: | $1.05 | 10/$10.50 | |
| Senior: | $1.05 | 10/$10.50 | |
| Attendant: | $1.05 | 10/$10.50 | |
| Companion: | $1.05 | 10/$10.50 | |
| Other: | $1.05 | 10/$10.50 | |

OTHER METHODS OF PAYING FARE:
Some Large Agencies Pay By Invoice

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

# KITCHENER - WATERLOO VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 11 | 5 | 4 | 3.6 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 11 | | | |

OWNERSHIP: Contractor MAINTENANCE: Transit

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 9 | 10 | 10 | 10 | 10 | 9 | 3 | 1 |
| Saturday | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 1 |
| Sunday | | 6 | 6 | 5 | 5 | 4 | 3 | |
| Holidays | | 3 | 3 | 3 | 3 | 3 | 3 | 1 |

ANNUAL KILOMETRES:
- Revenue: 589,865
- Total: 598,515

ANNUAL HOURS:
- Revenue: 28,040
- Total: 31,995

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 2

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 19 | 1 | | |
| Office | 5 | 2 | | |
| Maintenance | | | | |
| Administration | 1 | — | | |
| TOTAL | 25 | 3 | | |

OPERATOR'S UNION: None
Conventional Union: CBRW, LOCAL N\A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $11.93 | $13.64 |
| Maintenance: | N/A | $14.93 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 8%

| | |
|---|---|
| Net Operating Cost/Capita | $4.52 |
| Municipal Net Cost/Capita | $2.26 |
| Share of Net Cost - Provincial | 50% |
| - Municipal (incl. Donations) | 50% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $35.20 |
| Cost/Kilometre | $1.67 |
| Maintenance Cost/Kilometre | $0.203 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0100 |
| Revenue Vehicle Hours/Capita: | 0.125 |
| Trips/Capita: | 0.316 |
| Trips by Non-Dedicated Service: | 23% |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $18.03 |
| - Non-Dedicated | $6.69 |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,439 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.0 |
| Kilometres/Hour | 21.0 |
| Average Kilometres/Trip | 10.8 |
| Trips/Registrant | 31.8 |
| Unaccommodated Trip Requests | 12.4% |
| Cancellations | 14.4% |
| No-Shows | 2.1% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,549 |
| Kilometres/Vehicle | 53,624 |

# LEAMINGTON HANDI - TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: W. MARCK (519) 326-5761

OPERATIONS CONTACT: D. ELLIS (519) 966-0930

SERVICE STARTED IN: November 1984
POPULATION SERVED: 12,800
SERVICE AREA (ha): 827

ADVISORY COMMITTEE? Yes
MEMBERS: 11

## REGISTRANTS

| LOCAL ELIGIBILITY CRITERION: | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: | 3 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

| NUMBER OF REGISTRANTS: | | |
|---|---|---|
| Eligible - Wheelchair | 65 | 57% |
| - Ambulatory | 50 | 43% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 115 | |

| HOW OFTEN LIST OF REGISTRANTS SCREENED: | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

| OPERATING COSTS AND REVENUES: | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 21,175 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 21,175 | $ 3,470 |
| NET OPERATING COST: | $ | 17,705 | |
| Provincial Share | $ | 11,531 | |
| Municipal Share | $ | 6,174 | |
| Donations | $ | 0 | |

| ANNUAL ONE-WAY TRIPS: | Dedicated | Non-Ded |
|---|---|---|
| Eligible - Wheelchair | 621 | 0 |
| - Ambulatory | 1,105 | 0 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 2,097 | 0 |
| TOTAL | 3,823 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 0 | 0% |
| Pre-booked | 0 | 0% |
| Reservation | 2,097 | 55% |
| Demand-Response | 0 | 0% |
| UNACCOMMODATED TRIP REQUESTS: | 0 | |
| CANCELLED TRIPS: | 67 | |
| NO-SHOWS: | 0 | |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 18:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 14 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | | X |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.50 | 8/$12.00 | |
| Child: | $1.50 | 8/$12.00 | |
| Student: | $1.50 | 8/$12.00 | |
| Senior: | $1.50 | 8/$12.00 | |
| Attendant: | $1.50 | 8/$12.00 | |
| Companion: | $1.50 | 8/$12.00 | |
| Other: | $1.50 | 8/$12.00 | |

OTHER METHODS OF PAYING FARE:
Subscription Billings

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $1.00 Cash

# LEAMINGTON VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 3 | 8 | 7.0 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP:

MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 11,603
- Total: 11,603

ANNUAL HOURS:
- Revenue: 595
- Total: N/A

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | | 1 | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | 1 | — | | |
| TOTAL | 1 | 1 | | |

OPERATOR'S UNION: None
Conventional Union: A.T.U., LOCAL N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $7.62 | (N/A) |
| Maintenance: | N/A | (N/A) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 16%

| | |
|---|---|
| Net Operating Cost/Capita | $1.38 |
| Municipal Net Cost/Capita | $0.48 |
| Share of Net Cost - Provincial | 65% |
| - Municipal (incl. Donations) | 35% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $35.59 |
| Cost/Kilometre | $1.83 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0090 |
| Revenue Vehicle Hours/Capita: | 0.046 |
| Trips/Capita: | 0.135 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $12.27 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,190 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.9 |
| Kilometres/Hour | 20.0 |
| Average Kilometres/Trip | 6.7 |
| Trips/Registrant | 15.0 |
| Unaccommodated Trip Requests | - |
| Cancellations | 3.9% |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 595 |
| Kilometres/Vehicle | 11,603 |

# LINDSAY LIMO

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: J.B. LULOFF (705) 324-6171

OPERATIONS CONTACT: ROB BOSTON (705) 324-0211

SERVICE STARTED IN: January 1984
POPULATION SERVED: 15,265
SERVICE AREA (ha): 1,540

ADVISORY COMMITTEE? Yes
MEMBERS: 7

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: | 6 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 112 | 22% |
| - Ambulatory | 140 | 28% |
| - Temporary | 248 | 50% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 500 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 60,017. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 60,017. | $ 9,301. |
| NET OPERATING COST: | $ | 50,716. | |
| Provincial Share | $ | 38,037. | |
| Municipal Share | $ | 12,679. | |
| Donations | $ | 0. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 3,000 | 0 |
| - Ambulatory | 6,251 | 0 |
| Attendants/Companion | 50 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 9,301 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 4,000 | 43% |
| Pre-booked | 500 | 5% |
| Reservation | 4,700 | 51% |
| Demand-Response | 100 | 1% |
| UNACCOMMODATED TRIP REQUESTS: | 800 | |
| CANCELLED TRIPS: | 100 | |
| NO-SHOWS: | 0 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X Without Lifting

HOURS OF SERVICE:
Weekdays - 08:00 to 17:00
Saturday - 10:00 to 16:00
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs. No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | | |
| Child: | $1.00 | | |
| Student: | $1.00 | | |
| Senior: | $1.00 | | |
| Attendant: | $1.00 | | |
| Companion: | $1.00 | | |
| Other: | $1.00 | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.90 cash

# LINDSAY VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 5 | 4 | 5.5 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality  MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | 1 | 1 | 1 | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 26,400
- Total: 26,900

ANNUAL HOURS:
- Revenue: 2,260
- Total: 2,260

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | | 1 | | |
| Office | 1 | 1 | | |
| Maintenance | | 1 | | |
| Administration | — | 1 | | |
| TOTAL | 1 | 4 | | |

OPERATORS UNION: None
Conventional Union: None
MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $9.75 | ($12.79) |
| Maintenance: | $12.00 | (N/A) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 15%

| | |
|---|---|
| Net Operating Cost/Capita | $3.32 |
| Municipal Net Cost/Capita | $0.83 |
| Share of Net Cost - Provincial | 75% |
| - Municipal (incl. Donations) | 25% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $26.56 |
| Cost/Kilometre | $2.27 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0330 |
| Revenue Vehicle Hours/Capita | 0.148 |
| Trips/Capita | 0.606 |
| Trips by Non-Dedicated Service | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $6.49 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,507 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 4.1 |
| Kilometres/Hour | 12.0 |
| Average Kilometres/Trip | 2.9 |
| Trips/Registrant | 18.5 |
| Unaccommodated Trip Requests | 9.6% |
| Cancellations | 1.1% |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,260 |
| Kilometres/Vehicle | 26,400 |

# LONDON PARATRANSIT SERVICE

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: G.A. McINNIS
(519)661-5414

OPERATIONS CONTACT: JIM DONNELLY
(519)663-2222

SERVICE STARTED IN: November 1977
POPULATION SERVED: 285,000
SERVICE AREA (ha): 17,675

ADVISORY COMMITTEE? Yes
MEMBERS: 5

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION: | X |
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: Eligibility Deter. By | 6 |
| Nurse At City Hall | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 1,215 | 45% |
| - Ambulatory | 1,485 | 55% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 2700 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 891,073 | |
| Non-Dedicated | $ | 0 | |
| TOTAL | $ | 891,073 | $ 106,161 |
| NET OPERATING COST | $ | 784,912 | |
| Provincial Share | $ | 501,379 | |
| Municipal Share | $ | 283,533 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded |
|---|---|---|
| Eligible - Wheelchair | 35,100 | 0 |
| - Ambulatory | 42,919 | 0 |
| Attendents/Companion | 6,919 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 84,929 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | N/A | - |
| Pre-booked | N/A | - |
| Reservation | N/A | - |
| Demand-Response | N/A | - |
| UNACCOMMODATED TRIP REQUESTS | 5,003 | |
| CANCELLED TRIPS | 18,275 | |
| NO-SHOWS | 1,400 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X Grd. Floor Door

HOURS OF SERVICE:
Weekdays - 07:00 to 24:00
Saturday - 08:30 to 24:00
Sunday - 08:30 to 24:00
Holidays - 08:30 to 24:00

CALL-INS: Minimum 1 Hrs., Max. 7 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | X |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult | $1.25 | | |
| Child | $1.25 | | |
| Student | $1.25 | | |
| Senior | $1.25 | | |
| Attendant | $1.25 | | |
| Companion | $1.25 | | |
| Other | $1.25 | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.90 cash

# LONDON VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | 1 | 0 | 3 | 2.0 |
| Modified Vans | 13 | 4 | 6 | 2.0 |
| Small Buses | 3 | 0 | 10 | 2.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 17 | | | |

OWNERSHIP: Contractor MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 14 | 17 | 17 | 14 | 14 | 3 | 2 | |
| Saturday | 3 | 3 | 3 | 3 | 3 | 3 | 2 | |
| Sunday | 3 | 3 | 3 | 3 | 3 | 3 | 2 | |
| Holidays | 2 | 2 | 2 | 2 | 2 | 2 | 2 | |

ANNUAL KILOMETRES:
- Revenue: N/A
- Total: N/A

ANNUAL HOURS:
- Revenue: N/A
- Total: 44,168

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 17 | 10 | | |
| Office | 2 | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL | 20 | 10 | | |

OPERATOR'S UNION: None
Conventional Union: ATU, LOCAL 741
MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $6.00 | $13.69 |
| Maintenance: | N/A | $14.79 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 12%

| | |
|---|---|
| Net Operating Cost/Capita | $2.75 |
| Municipal Net Cost/Capita | $1.00 |
| Share of Net Cost - Provincial | 64% |
| - Municipal (incl. Donations) | 36% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $20.18 |
| Cost/Kilometre | - |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0090 |
| Revenue Vehicle Hours/Capita | 0.155 |
| Trips/Capita | 0.274 |
| Trips by Non-Dedicated Service | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $11.42 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,008 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.8 |
| Kilometres/Hour | - |
| Average Kilometres/Trip | - |
| Trips/Registrant | 28.9 |
| Unaccommodated Trip Requests | 6.4% |
| Cancellations | 23.4% |
| No-Shows | 1.8% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,598 |
| Kilometres/Vehicle | - |

# MARKHAM MOBILITY BUS SERVICE

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: D.F. GORDON (416) 475-4710

OPERATIONS CONTACT: D.F. GORDON (416) 475-4710

SERVICE STARTED IN: June 1983
POPULATION SERVED: 133,700
SERVICE AREA (ha): 21,400

ADVISORY COMMITTEE? Yes
MEMBERS: 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | NO |
| MEMBERS: Eligibility Deter. By Eligibility/Advisory Committee | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 152 | 36% |
| - Ambulatory | 270 | 64% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 422 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 3 or 4 Years | |
| Not Within Past 5 Years | |

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 198,544 | |
| Non-Dedicated | $ | 28,579 | |
| TOTAL: | $ | 227,123 | $ 18,692 |
| NET OPERATING COST: | $ | 208,431 | |
| Provincial Share | $ | 105,635 | |
| Municipal Share | $ | 102,796 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 3,085 | 0 |
| - Ambulatory | 5,483 | 3050 |
| Attendants/Companion | 1,417 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 9,985 | 3,050 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 5,214 | 40% |
| Pre-booked | 3,911 | 30% |
| Reservation | 3,259 | 25% |
| Demand-Response | 651 | 5% |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 150 |
| CANCELLED TRIPS: | 1,000 |
| NO-SHOWS: | 100 |

## SERVICE

| | |
|---|---|
| TYPE: Door to Door | X |
| Curb to Curb | |
| Accessible Door | |

HOURS OF SERVICE:

| | |
|---|---|
| Weekdays | 07:00 to 19:00 |
| Saturday | 10:00 to 18:00 |
| Sunday | - |
| Holidays | - |

CALL-INS: No Min., No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.05 | | |
| Child: | $1.05 | | |
| Student: | $1.05 | | |
| Senior: | $1.05 | | |
| Attendant: | $1.05 | | |
| Companion: | $1.05 | | |
| Other: | $1.05 | | |

OTHER METHODS OF PAYING FARE: N/A
CROSS BOUNDARY FARE $2.10
COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

# MARKHAM VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 2 | 4 | 6 | 5.0 |
| Purpose-Built | 1 | 7 | 8 | 2.0 |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 2 | 2 | 1 | 1 | | |
| Saturday | | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 109,048
- Total: 114,787

ANNUAL HOURS:
- Revenue: 5,724
- Total: 6,201

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate: X

PAYMENT VERIFICATION: Individual Charge Slips

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 3 | 1 | | |
| Office | 1 | 1 | | |
| Maintenance | | 1 | | |
| Administration | | 2 | | |
| TOTAL | 4 | 5 | | |

OPERATOR'S UNION: CUPE, LOCAL 1219
Conventional Union: None
MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $13.22 | $12.53 |
| Maintenance: | $15.73 | $16.98 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 8%

| | |
|---|---|
| Net Operating Cost/Capita | $1.56 |
| Municipal Net Cost/Capita | $0.77 |
| Share of Net Cost - Provincial | 51% |
| - Municipal (incl. Donations) | 49% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $34.69 |
| Cost/Kilometre | $1.82 |
| Maintenance Cost/Kilometre | $0.298 |

## SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0030 |
| Revenue Vehicle Hours/Capita | 0.043 |
| Trips/Capita | 0.087 |
| Trips by Non-Dedicated Service | 26% |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $23.17 |
| - Non-Dedicated | $9.37 |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,635 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.5 |
| Kilometres/Hour | 19.0 |
| Average Kilometres/Trip | 12.7 |
| Trips/Registrant | 27.5 |
| Unaccommodated Trip Requests | 1.3% |
| Cancellations | 8.6% |
| No-Shows | 0.9% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,908 |
| Kilometres/Vehicle | 36,349 |

# MILTON

MUNICIPAL CONTACT: BILL ROBERTS
(416) 878-7211

OPERATIONS CONTACT: BILL WILKINSON
(416) 873-1808

SERVICE STARTED IN: Ausust 1987
POPULATION SERVED: 22,000
SERVICE AREA (ha): 1,214

SERVICE OPERATED BY: Private Contractor

ADVISORY COMMITTEE? Yes
MEMBERS: 6

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |

ELIGIBILITY COMMITTEE? NO
MEMBERS: Eligibility Deter. By Administrative Staff

| | |
|---|---|
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 12 | 35% |
| - Ambulatory | 12 | 35% |
| - Temporary | 3 | 9% |
| Attendants/Companions | 7 | 21% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 34 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 4,586 | |
| Non-Dedicated | $ | 3,300 | |
| TOTAL | $ | 7,886 | $ 0 |
| NET OPERATING COST | $ | 7,747 | |
| Provincial Share | $ | 3,874 | |
| Municipal Share | $ | 3,873 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 90 | 0 |
| - Ambulatory | 0 | 600 |
| Attendants/Companion | 0 | 10 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 90 | 610 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 150 | 21% |
| Pre-booked | 0 | 0% |
| Reservation | 530 | 76% |
| Demand-Response | 20 | 3% |

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 25
NO-SHOWS: 0

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X St. Level/WChair

HOURS OF SERVICE:
Weekdays - 08:00 to 18:30
Saturday -
Sunday -
Holidays -

CALL-INS: Min. 24 Hrs. No Max.

METHODS: Manually Computer

| | | |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $0.80 | | |
| Child: | | | |
| Student: | | | |
| Senior: | | | |
| Attendant: | | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

# MILTON VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 5 | 3 | 1.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | 2 | 0 | 2 | 3.0 |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Contractor MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 1 | 1 | 2 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

| | |
|---|---|
| ANNUAL KILOMETRES: | |
| Revenue: | 1,000 |
| Total: | 1,000 |
| ANNUAL HOURS: | |
| Revenue: | 220 |
| Total: | 220 |

IS NON-DEDICATED SERVICE AVAILABLE? Yes

| | |
|---|---|
| NUMBER OF OPERATORS: | 2 |
| PAYMENT METHOD: | |
| Flat Rate/trip | |
| Per Hour | |
| Per Kilometre | |
| Meter Rate | X |

PAYMENT VERIFICATION: Passenger Must Sign Receipt

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | | 1 | | |
| Office | | 1 | | |
| Maintenance | | | | |
| Administration | | 1 | | |
| TOTAL | | 3 | | |

OPERATOR'S UNION: None
Conventional Union: None
MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $20.00 | $34.00 |
| Maintenance: | N/A | $40.00 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost -

| | |
|---|---|
| Net Operating Cost/Capita | $0.36 |
| Municipal Net Cost/Capita | $0.18 |
| Share of Net Cost - Provincial | 50% |
| - Municipal (incl. Donations) | 50% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $20.85 |
| Cost/Kilometre | $4.59 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0020 |
| Revenue Vehicle Hours/Capita | 0.010 |
| Trips/Capita | 0.031 |
| Trips by Non-Dedicated Service | 97% |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $50.98 |
| - Non-Dedicated | $5.50 |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 440 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 0.4 |
| Kilometres/Hour | 5.0 |
| Average Kilometres/Trip | 11.1 |
| Trips/Registrant | 20.3 |
| Unaccommodated Trip Requests | - |
| Cancellations | 3.6% |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 73 |
| Kilometres/Vehicle | 333 |

# NEWCASTLE HANDI - TRANSIT

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: JOHN BLANCHARD (416) 623-3379

OPERATIONS CONTACT: DOUG MANUEL (416) 571-1222

SERVICE STARTED IN: October 1981
POPULATION SERVED: 38,000
SERVICE AREA (ha): 57,590

ADVISORY COMMITTEE? Yes
MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use With Dignity X
- Other

ELIGIBILITY COMMITTEE? NO
MEMBERS: Eligib. Deter. By Admin. Staff & Med/Health Prof.

REGISTRATION REQUIRED? No
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:
- Eligible - Wheelchair
- - Ambulatory
- - Temporary
- Attendants/Companions
- Other (not eligible)

TOTAL:

HOW OFTEN LIST OF REGISTRANTS SCREENED:
- At Least Annually
- Every 2 or 3 Years
- Every 4 or 5 Years
- Not Within Past 5 Years X

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 0 | |
| Non-Dedicated | $ | 62,209 | |
| TOTAL: | $ | 62,209 | $ 9,814 |
| NET OPERATING COST: | $ | 52,395 | |
| Provincial Share | $ | 26,453 | |
| Municipal Share | $ | 25,942 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 1,995 | 0 |
| - Ambulatory | 0 | 0 |
| Attendants/Companion | 171 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 2,166 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 0 | 0% |
| Pre-booked | 312 | 14% |
| Reservation | 1,683 | 78% |
| Demand-Response | 0 | 0% |

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 0
NO-SHOWS: 0

## SERVICE

TYPE: Door to Door
- Curb to Curb
- Accessible Door X One Step Max.

HOURS OF SERVICE:
- Weekdays - 07:30 to 17:30
- Saturday -
- Sunday -
- Holidays -

CALL-INS: Min. 1 Hr. Max. 5 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Tickets & Cash | Monthly Punchcards | Passes |
|---|---|---|---|
| Adult: | | | |
| Child: | | | |
| Student: | | | |
| Senior: | | | |
| Attendant: | | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE:
ZONE FARES, AGENCY CONTRACTS

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: No Conv. Service
- Fare Structure: No Conv. Service

# NEWCASTLE VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 2 | 5 | 4 | 4.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 1 | 2 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 53,835
- Total: 54,435

ANNUAL HOURS:
- Revenue: 1,173
- Total: 2,134

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | 1 | | |
| Office | 3 | 1 | | |
| Maintenance | | | | |
| Administration | 1 | — | | |
| TOTAL | 5 | 2 | | |

OPERATOR'S UNION: NONE
Conventional Union: NO CONVENTIONAL SERVICE

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $10.00 | - |
| Maintenance: | N/A | - |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 16%

| | |
|---|---|
| Net Operating Cost/Capita | $1.38 |
| Municipal Net Cost/Capita | $0.68 |
| Share of Net Cost - Provincial | 50% |
| - Municipal (incl. Donations) | 50% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | - |
| Cost/Kilometre | - |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | - |
| Revenue Vehicle Hours/Capita: | 0.031 |
| Trips/Capita: | 0.053 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | - |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 782 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.7 |
| Kilometres/Hour | 46.0 |
| Average Kilometres/Trip | 27.0 |
| Trips/Registrant | - |
| Unaccommodated Trip Requests | - |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 587 |
| Kilometres/Vehicle | 26,918 |

# NEWMARKET
# NEWMARKET TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: JAMES M. BARBER
(416)895-5193

OPERATIONS CONTACT: JAMES... BARBER
(416)895-5193

SERVICE STARTED IN: December 1981
POPULATION SERVED: 38,000
SERVICE AREA (ha): 3,626

ADVISORY COMMITTEE? No
MEMBERS:

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |

ELIGIBILITY COMMITTEE? No
MEMBERS: Eligibility
Determined By Admin. Staff

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 136 | 27% |
| - Ambulatory | 374 | 73% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 510 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 123,828 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 123,828 | $ 22,832 |
| NET OPERATING COST: | $ | 99,996 | |
| Provincial Share | $ | 74,747 | |
| Municipal Share | $ | 25,249 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 1,193 | 0 |
| - Ambulatory | 16,734 | 0 |
| Attendants/Companion | 2,206 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 20,133 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 8,386 | 42% |
| Pre-booked | 375 | 2% |
| Reservation | 11,272 | 56% |
| Demand-Response | 100 | 0% |

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 100
NO-SHOWS: 20

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 18:00
Saturday - 09:00 to 16:00
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 14 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | X |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.25 | | |
| Child: | $1.25 | | |
| Student: | $1.25 | | |
| Senior: | $1.25 | | |
| Attendant: | $1.25 | | |
| Companion: | $1.25 | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE:
Subscription Service $1.00 Per Trip
COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.70 Cash

# NEWMARKET VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 3 | 3 | 7.0 |
| Small Buses | 2 | 6 | 6 | 3.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 2 | 2 | 2 | | | |
| Saturday | | 1 | 1 | 1 | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 64,353
- Total: 64,353

ANNUAL HOURS:
- Revenue: 5,384
- Total: 5,384

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 2 | 1 | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | 1 | — | | |
| TOTAL | 4 | 1 | | |

OPERATOR'S UNION: NONE
Conventional Union: NONE

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $12.53 | $11.00 |
| Maintenance | N/A | N/A |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost 18%

| | |
|---|---|
| Net Operating Cost/Capita | $2.63 |
| Municipal Net Cost/Capita | $0.66 |
| Share of Net Cost - Provincial | 75% |
| - Municipal (incl. Donations) | 25% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $23.00 |
| Cost/Kilometre | $1.92 |
| Maintenance Cost/Kilometre | $0.244 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0130 |
| Revenue Vehicle Hours/Capita: | 0.142 |
| Trips/Capita: | 0.472 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $6.91 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,154 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 3.3 |
| Kilometres/Hour | 12.0 |
| Average Kilometres/Trip | 3.6 |
| Trips/Registrant | 35.2 |
| Unaccommodated Trip Requests | - |
| Cancellations | 0.6% |
| No-Shows | 0.1% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,795 |
| Kilometres/Vehicle | 21,451 |

# NIAGARA FALLS CHAIR-A-VAN

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT:

OPERATIONS CONTACT: SANDY CASEY
(416) 356-1179

SERVICE STARTED IN: July 1977
POPULATION SERVED: 72,100
SERVICE AREA (ha): 21,165

ADVISORY COMMITTEE? Yes
MEMBERS: 7

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS | 1 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS

| | | |
|---|---|---|
| Eligible - Wheelchair | 209 | 47% |
| - Ambulatory | 234 | 53% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 443 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $ 92,127 | |
| Non-Dedicated | $ 0 | |
| TOTAL | $ 92,127 | $ 13,856 |
| NET OPERATING COST | $ 78,271 | |
| Provincial Share | $ 46,632 | |
| Municipal Share | $ 31,639 | |
| Donations | $ 0 | |

ANNUAL ONE-WAY TRIPS

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 3,697 | 0 |
| - Ambulatory | 4,170 | 0 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 7,867 | 0 |

TRIP TYPES

| | | |
|---|---|---|
| Subscription | 787 | 10% |
| Pre-booked | 787 | 10% |
| Reservation | 6,214 | 79% |
| Demand-Response | 79 | 1% |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS | 26 |
| CANCELLED TRIPS | 677 |
| NO-SHOWS | 25 |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 23:00
Saturday - 08:00 to 16:30
Sunday - 08:00 to 16:30
Holidays -

CALL-INS: Minimum 24 Hrs., No Maximum

| METHODS | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult | $0.90 | 20/$18 | |
| Child | | | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.90 Cash

# NIAGARA FALLS VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 3 | 6 | 5.0 |
| Small Buses | 1 | 4 | 6 | 3.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: MAINTENANCE: Transit

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-1 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 2 | 2 | 1 | 2 | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 59,278
- Total: 59,278

ANNUAL HOURS:
- Revenue: 3,478
- Total: 3,478

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 2 | | | 3 |
| Office | | 1 | | |
| Maintenance | | | | |
| Administration | — | — | | 7 |
| TOTAL | 2 | 1 | | 10 |

OPERATOR'S UNION: None
Conventional Union: ATU, LOCAL 11582

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $12.38 | ($13.44) |
| Maintenance: | N/A | ($15.35) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost — 15%

| | |
|---|---|
| Net Operating Cost/Capita | $1.09 |
| Municipal Net Cost/Capita | $0.44 |
| Share of Net Cost - Provincial | 60% |
| - Municipal (incl. Donations) | 40% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $26.49 |
| Cost/Kilometre | $1.55 |
| Maintenance Cost/Kilometre | $0.176 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0060 |
| Revenue Vehicle Hours/Capita: | 0.048 |
| Trips/Capita: | 0.109 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $11.71 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 994 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.3 |
| Kilometres/Hour | 17.0 |
| Average Kilometres/Trip | 7.5 |
| Trips/Registrant | 17.8 |
| Unaccommodated Trip Requests | 0.3% |
| Cancellations | 8.6% |
| No-Shows | 0.3% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,739 |
| Kilometres/Vehicle | 29,639 |

# NORTH BAY PARA - BUS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: TERRY BRENT (705) 474-0400

OPERATIONS CONTACT: TERRY BRENT (705) 474-0400

SERVICE STARTED IN: July 1982
POPULATION SERVED: 51,500
SERVICE AREA (ha): 8,700

ADVISORY COMMITTEE? Yes
MEMBERS: 10

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION: | |
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS: Eligibility Determined By Admin. Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

| NUMBER OF REGISTRANTS: | | |
|---|---|---|
| Eligible - Wheelchair | 105 | 22% |
| - Ambulatory | 371 | 78% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 476 | |

| HOW OFTEN LIST OF REGISTRANTS SCREENED: | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

| OPERATING COSTS AND REVENUES | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 164,806 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 164,806 | $ 31,942 |
| NET OPERATING COST: | $ | 132,864 | |
| Provincial Share | $ | 87,906 | |
| Municipal Share | $ | 29,814 | |
| Donations | $ | 0 | |

| ANNUAL ONE-WAY TRIPS: | Dedicated | Non-Ded |
|---|---|---|
| Eligible - Wheelchair | 9,542 | 0 |
| - Ambulatory | 4,790 | 0 |
| Attendants/Companion | 1,236 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 15,568 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 10,040 | 64% |
| Pre-booked | 5,488 | 35% |
| Reservation | 0 | 0% |
| Demand-Response | 40 | 0% |
| UNACCOMMODATED TRIP REQUESTS: | 489 | |
| CANCELLED TRIPS | 514 | |
| NO-SHOWS: | 89 | |

## SERVICE

| TYPE: Door to Door | |
|---|---|
| Curb to Curb | X |
| Accessible Door | |
| HOURS OF SERVICE | |
| Weekdays - 07:30 to 17:30 | |
| Saturday - 07:30 to 17:30 | |
| Sunday - | |
| Holidays - | |
| CALL-INS: Minimum 24 Hrs.; Max. 7 Days | |

| METHODS | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | X |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | | |
| Child: | $1.00 | | |
| Student: | $1.00 | | |
| Senior: | $1.00 | | |
| Attendant: | $1.00 | | |
| Companion: | $1.00 | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Shorter
Fare Structure: Different, $0.75 Cash

# NORTH BAY VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 3 | 4 | 4 | 4.3 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| Peak Day | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Saturday | 3 | 3 | 3 | 3 | 3 | | | |
| Sunday | 1 | 1 | 1 | 1 | 1 | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 98,916
- Total: 98,916

ANNUAL HOURS:
- Revenue: 7,054
- Total: 7,054

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 4 | | | 2 |
| Office | 3 | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL | 8 | | | 2 |

OPERATOR'S UNION: NONE
Conventional Union: CUPE, LOCAL 122

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $8.50 | $12.78 |
| Maintenance: | $8.50 | $14.73 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost — 19%

| | |
|---|---|
| Net Operating Cost/Capita | $2.58 |
| Municipal Net Cost/Capita | $0.58 |
| Share of Net Cost - Provincial | 66% |
| - Municipal (inc) Donations) | 22% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $23.36 |
| Cost/Kilometre | $1.67 |
| Maintenance Cost/Kilometre | $0.496 |

## SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0090 |
| Revenue Vehicle Hours/Capita | 0.137 |
| Trips/Capita: | 0.278 |
| Trips by Non-Dedicated Service | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $11.50 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,411 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.0 |
| Kilometres/Hour | 14.0 |
| Average Kilometres/Trip | 6.9 |
| Trips/Registrant | 30.1 |
| Unaccommodated Trip Requests | 3.4% |
| Cancellations | 3.6% |
| No-Shows | 0.6% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,351 |
| Kilometres/Vehicle | 32,972 |

# OAKVILLE
# CARE - A - VAN

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: T.L. BEATSON
(416)844-0881

OPERATIONS CONTACT: W. AKKERMANS
(416) 844-0881

SERVICE STARTED IN: May 1980
POPULATION SERVED: 90,000
SERVICE AREA (ha): 7,000
ADVISORY COMMITTEE? Yes
MEMBERS: 8

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION: | |
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other - Phys. Limit | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS | 2 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

| NUMBER OF REGISTRANTS | | |
|---|---|---|
| Eligible - Wheelchair | 134 | 33% |
| - Ambulatory | 248 | 62% |
| - Temporary | 20 | 5% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 402 | |

| HOW OFTEN LIST OF REGISTRANTS SCREENED | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 189,609 | |
| Non-Dedicated | $ | 0 | |
| TOTAL | $ | 189,609 | $ 8,278 |
| NET OPERATING COST | $ | 181,331 | |
| Provincial Share | $ | 90,666 | |
| Municipal Share | $ | 90,665 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS

| | Dedicated | Non-Ded |
|---|---|---|
| Eligible - Wheelchair | 3,882 | 0 |
| - Ambulatory | 6,388 | 0 |
| Attendants/Companion | 566 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 10,836 | 0 |

| TRIP TYPES | | |
|---|---|---|
| Subscription | 0 | 0% |
| Pre-booked | 0 | 0% |
| Reservation | 10,836 | 100% |
| Demand-Response | 0 | 0% |
| UNACCOMMODATED TRIP REQUESTS | 80 | |
| CANCELLED TRIPS | 1,266 | |
| NO-SHOWS | 0 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door: X - One Step Max.

HOURS OF SERVICE
Weekdays - 07:00 to 18:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 5 Days

| METHODS | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult | $0.85 | 10/$8.50 | |
| Child | $0.85 | 10/$8.50 | |
| Student | $0.85 | 10/$8.50 | |
| Senior | $0.85 | 10/$8.50 | |
| Attendant | $0.85 | 10/$8.50 | |
| Companion | $0.85 | 10/$8.50 | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

# OAKVILLE VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| 5-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 3 | 5 | 6 | 4.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality MAINTENANCE: Transit

FLEET DISTRIBUTION BY TIME OF DAY:

| Peak Day | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Saturday | 2 | 2 | 2 | 2 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 77,629
- Total: 77,629

ANNUAL HOURS:
- Revenue: 5,020
- Total: 5,020

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 2 | 1 | | |
| Office | 1 | | | |
| Maintenance | 1 | | | |
| Administration | 1 | — | | |
| TOTAL | 5 | 1 | | |

OPERATOR'S UNION: CUPE, LOCAL 1994
Conventional Union: CUPE, LOCAL 1994

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $13.29 | ($13.29) |
| Maintenance: | $14.39 | $14.39 |

# PERFORMANCE INDICATORS

### FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 4%

| | |
|---|---|
| Net Operating Cost/Capita | $2.02 |
| Municipal Net Cost/Capita | $1.01 |
| Share of Net Cost - Provincial | 50% |
| - Municipal (incl. Donations) | 50% |

### EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $37.77 |
| Cost/Kilometre | $2.44 |
| Maintenance Cost/Kilometre | - |

### SERVICE

| | |
|---|---|
| Registrants/Capita | 0.0040 |
| Revenue Vehicle Hours/Capita | 0.056 |
| Trips/Capita: | 0.114 |
| Trips by Non-Dedicated Service | - |

### EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $18.46 |
| - Non-Dedicated | - |

### LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,008 |

### SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.0 |
| Kilometres/Hour | 15.0 |
| Average Kilometres/Trip | 7.61 |
| Trips/Registrant | 25.5 |
| Unaccommodated Trip Requests | 0.8% |
| Cancellations | 12.3% |
| No-Shows | - |

### VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,673 |
| Kilometres/Vehicle | 25,876 |

# ORILLIA
## WHEELCHAIR LIMOUSINE SERVICE

SERVICE OPERATED BY: Private Contractor

MUUNICIPAL CONTACT: MIKE COX (705)325-1311

OPPERATIONS CONTACT: LAIDLAW SCHOOL TRANS (416)571-1222

SERVICE STARTED IN: June1987
POPULATION SERVED: 24,000
SERVICE AREA (ha): 2,129
ADVISORY COMMITTEE? Yes
MEMBERS: 5

## REGISTRANTS

| | | |
|---|---|---|
| LOCAL ELIGIBILITY CRITERION: | | |
| Unable to Board | X | |
| Unable to Use | | |
| Unable to Use With Dignity | | |
| Other - Phys. Limit | | |
| ELIGIBILITY COMMITTEE? | Yes | |
| MEMBERS | 3 | |
| REGISTRATION REQUIRED? | Yes | |
| REGISTRATION CARDS? | Yes | |
| WAIT ING LIST? | No | |
| WAITING ON LIST? | N/A | |
| NUMBER OF REGISTRANTS: | | |
| Eligible - Wheelchair | 264 | 100% |
| - Ambulatory | 0 | 0% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 264 | |
| HOW OFTEN LIST OF REGISTRANTS SCREENED: | | |
| At Least Annually | | |
| Every 2 or 3 Years | X | |
| Every 4 or 5 Years | | |
| Not Within Past 5 Years | | |
| COMPANIONS ALLOWED IF SPACE? | Yes | |
| VISITORS ELIGIBLE? | Yes | |

## FINANCIAL

OPERAATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 55,060 | |
| Non-Dedicated | $ | 0 | |
| TCOTAL | $ | 55,060 | $ 3,467 |
| NET OOPERATING COST | $ | 51,593 | |
| PProvincial Share | $ | 25,797 | |
| MMunicipal Share | $ | 25,796 | |
| DDonations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligibiste - Wheelchair | 3,399 | 0 |
| - Ambulatory | 0 | 0 |
| Attendants/Companion | 68 | 0 |
| Other - (not eligible) | 0 | 0 |
| TOTAAL | 3,467 | 0 |

TRIP TTYPES:

| | | |
|---|---|---|
| SSubscription | 1,155 | 33% |
| PPre-booked | 1,254 | 36% |
| RReservation | 792 | 23% |
| DDemand-Response | 266 | 8% |
| UNACCCOMMODATED TRIP REQUESTS | 43 | |
| CANCCELLED TRIPS | 0 | |
| NO-SSHOWS | 0 | |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:00 to 17:00
Saturday - 09:00 to 17:00
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 90 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult | $1.00 | $1.00 | |
| Child | $1.00 | $1.00 | |
| Student | | | |
| Senior | | | |
| Attendant | | | |
| Companion | | | |
| Other | | | |

OTHER METHODS OF PAYING FARE:
Flat Rate $ 1.00
COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.65 Cash

# ORILLIA VEHICLES

| VEHICLE TYPES | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 4 | 4 | 1.5 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 8-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | | | | | | | |
| Saturday | 1 | 1 | 1 | 1 | 1 | | | |
| Sunday | | 1 | 1 | 1 | 1 | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue: | 48,000 |
| Total: | 48,000 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue: | 2,306 |
| Total: | 2,883 |

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:

- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | 2 | | |
| Office | | 1 | | |
| Maintenance | | 1 | | |
| Administration | | 1 | | |
| TOTAL | 1 | 5 | | |

OPERATOR'S UNION: CBRT, LOCAL 307
Conventional Union: NONE

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $8.51 | ($9.50) |
| Maintenance: | N/A | N/A |

# PERFORMANCE INDICATORS

## FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Total Operating Cost | 6% |
| Net Operating Cost/Capita | $2.15 |
| Municipal Net Cost/Capita | $1.08 |
| Share of Net Cost - Provincial | 50% |
| - Municipal (incl Donations) | 50% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $23.88 |
| Cost/Kilometre | $ 1.15 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0110 |
| Revenue Vehicle Hours/Capita: | 0.096 |
| Trips/Capita: | 0.142 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $16.20 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,153 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.5 |
| Kilometres/Hour | 21.0 |
| Average Kilometres/Trip | 14.1 |
| Trips/Registrant | 12.9 |
| Unaccommodated Trip Requests | 1.3% |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,306 |
| Kilometres/Vehicle | 48,000 |

# OSHAWA
# HANDI - TRANSIT

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: I. SCHAFFER
(416) 725-7351

OPERATIONS CONTACT: DOUG MANUEL
(416) 571-1222

SERVICE STARTED IN: January 1974
POPULATION SERVED: 121,000
SERVICE AREA (ha): 6,216
ADVISORY COMMITTEE? Yes
MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use With Dignity: X
- Other - Phys. Limit

ELIGIBILITY COMMITTEE? No
MEMBERS: Elig. Deter. By Admin. Staff & Med./Health Prof.

REGISTRATION REQUIRED? No
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:
- Eligible - Wheelchair
- Ambulatory
- Temporary
- Attendants/Companions
- Other (not eligible)

TOTAL:

HOW OFTEN LIST OF REGISTRANTS SCREENED:
- At Least Annually
- Every 2 or 3 Years
- Every 4 or 5 Years
- Not Within Past 5 Years: X

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 382,593 | |
| Non-Dedicated | $ | 0 | |
| TOTAL | $ | 382,593 | $ 146,257 |
| NET OPERATING COST | $ | 236,336 | |
| Provincial Share | $ | 177,252 | |
| Municipal Share | $ | 59,084 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 24,625 | 0 |
| - Ambulatory | 3,856 | 0 |
| Attendants/Companion | 3,616 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 32,097 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 9,280 | 29% |
| Pre-booked | 1,987 | 6% |
| Reservation | 1,740 | 5% |
| Demand-Response | 15,474 | 48% |

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 0
NO-SHOWS: 0

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door: X Max. One Step

HOURS OF SERVICE:
- Weekdays - 07:00 to 23:00
- Saturday - 08:00 to 23:00
- Sunday - 10:00 to 22:00
- Holidays -

CALL-INS: Minimum 1Hr., Max. 3 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | $1.00 | |
| Child: | $1.00 | $1.00 | |
| Student: | $1.00 | $1.00 | |
| Senior: | $1.00 | $1.00 | |
| Attendant: | $1.00 | $1.00 | |
| Companion: | $1.00 | $1.00 | |
| Other: | $1.00 | $1.00 | |

OTHER METHODS OF PAYING FARE:
Agency Contracts & Monthly Billings

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: Longer
- Fare Structure: Different, $0.85 Cash

# OSHAWA VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 6 | 6 | 6 | 4.0 |
| Small Buses | 1 | 5 | 4 | 6.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 7 | | | |

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-1 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 5 | 5 | 3 | 6 | 6 | 1 | 1 | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 208,018
- Total: 210,118

ANNUAL HOURS:
- Revenue: 13,401
- Total: 14,292

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 0

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre: X
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 5 | 3 | | |
| Office | 3 | 1 | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL | 9 | 4 | | |

OPERATORS UNION: NONE
Conventional Union: TBEW, LOCAL 636

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $10.00 | ($14.57) |
| Maintenance: | N/A | N/A |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 38%

| | |
|---|---|
| Net Operating Cost/Capita | $1.95 |
| Municipal Net Cost/Capita | $0.49 |
| Share of Net Cost - Provincial | 75% |
| - Municipal (incl. Donations) | 25% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $28.55 |
| Cost/Kilometre | $ 1.84 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita | - |
| Revenue Vehicle Hours/Capita | 0.111 |
| Trips/Capita | 0.235 |
| Trips by Non-Dedicated Service | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $13.43 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,062 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.1 |
| Kilometres/Hour | 16.0 |
| Average Kilometres/Trip | 7.3 |
| Trips/Registrant | - |
| Unaccommodated Trip Requests | - |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,914 |
| Kilometres/Vehicle | 29,717 |

# OTTAWA - CARLETON PARA TRANSPO

SERVICE OPERATED BY: Transit Authority

MUNICIPAL CONTACT: PAT LARKIN
(613) 748-4406

OPERATIONS CONTACT: PAT LARKIN
(613) 748-4406

SERVICE STARTED IN: 1974
POPULATION SERVED: 555,000
SERVICE AREA (ha): 34,000
ADVISORY COMMITTEE? Yes
MEMBERS: 12

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use With Dignity
- Other - Phys. Limit.

ELIGIBILITY COMMITTEE? No
MEMBERS: Eligibility Deter. By Administrative Staff

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 3,415 | 32% |
| - Ambulatory | 6,629 | 63% |
| - Temporary | 500 | 5% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 10,544 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 4,568,000 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 4,568,000 | $ 403,000 |
| NET OPERATING COST: | $ | 4,165,000 | |
| Provincial Share | $ | 2,389,000 | |
| Municipal Share | $ | 1,776,000 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 138,106 | 0 |
| - Ambulatory | 193,858 | 0 |
| Attendants/Companion | 26,256 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 358,320 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 149,829 | 42% |
| Pre-booked | 0 | 0% |
| Reservation | 166,988 | 47% |
| Demand-Response | 56,244 | 16% |

UNACCOMMODATED TRIP REQUESTS: 9,196
CANCELLED TRIPS: 32,517
NO-SHOWS: 14,741

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X Max. One Step

HOURS OF SERVICE:
- Weekdays - 06:30 to 00:30
- Saturday - 07:00 to 00:30
- Sunday - 07:00 to 00:30
- Holidays - 07:00 to 00:30

CALL-INS: Minimum 24 Hrs., Max. 7 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | X |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $0.80 | $0.80 | |
| Child: | $0.80 | $0.80 | |
| Student: | $0.80 | $0.80 | |
| Senior: | $0.80 | $0.80 | |
| Attendant: | $0.80 | $0.80 | |
| Companion: | $0.00 | $0.00 | |
| Other: | $0.80 | $0.80 | |

OTHER METHODS OF PAYING FARE:
Premium Charge In Am & Pm Peak

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Same
Fare Structure: Same As Adult Premium

# OTTAWA - CARLETON VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | 13 | 0 | 5 | 2.0 |
| Modified Vans | | | | |
| Small Buses | 48 | 3 | 4 | 2.0 |
| Purpose-Built | 4 | 8 | 3 | 2.0 |
| Other | — | | | |
| TOTAL VEHICLES: | 65 | | | |

OWNERSHIP: Contractor MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-1 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 48 | 48 | 50 | 58 | 58 | 14 | 11 | |
| Saturday | 7 | 22 | 18 | 22 | 22 | 9 | 9 | |
| Sunday | 4 | 13 | 10 | 13 | 13 | 13 | 12 | |
| Holidays | 7 | 14 | 11 | 14 | 14 | 11 | 11 | |

ANNUAL KILOMETRES:
- Revenue: 3,185,915
- Total: 3,561,413

ANNUAL HOURS:
- Revenue: 171,112
- Total: 180,555

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 100 | | | |
| Office | 16 | 3 | | |
| Maintenance | | 5 | | |
| Administration | 4 | — | | |
| TOTAL | 120 | 8 | | |

OPERATOR'S UNION: ATU, LOCAL 279
Conventional Union: ATU, LOCAL 279

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $9.30 | ($14.63) |
| Maintenance: | $13.00 | ($16.67) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 9%

| | |
|---|---|
| Net Operating Cost/Capita | $7.51 |
| Municipal Net Cost/Capita | $3.20 |
| Share of Net Cost - Provincial | 57% |
| - Municipal (incl. Donations) | 43% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $26.70 |
| Cost/Kilometre | $ 1.43 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0190 |
| Revenue Vehicle Hours/Capita: | 0.308 |
| Trips/Capita: | 0.598 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $13.76 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,711 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.9 |
| Kilometres/Hour | 19.0 |
| Average Kilometres/Trip | 9.6 |
| Trips/Registrant | 31.5 |
| Unaccommodated Trip Requests | 2.8% |
| Cancellations | 9.8% |
| No-Shows | 4.4% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,632 |
| Kilometres/Vehicle | 49,014 |

# OWEN SOUND
# OWEN SOUND TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: JIM COBURN
(519) 376-1440

OPERATIONS CONTACT:

SERVICE STARTED IN: June 1988
POPULATION SERVED: 20,000
SERVICE AREA (ha): 2,370
ADVISORY COMMITTEE? Yes
MEMBERS: 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS | 13 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 88 | 33% |
| - Ambulatory | 182 | 67% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 270 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | No |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 42,223. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 42,223. | $ 4,376. |
| NET OPERATING COST: | $ | 37,847. | |
| Provincial Share | $ | 15,059. | |
| Municipal Share | $ | 22,788. | |
| Donations | $ | 0. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 750 | 0 |
| - Ambulatory | 100 | 0 |
| Attendants/Companion | 100 | 0 |
| Other (not eligible) | 2,067 | 0 |
| TOTAL | 3,017 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 12 | 0% |
| Pre-booked | 0 | 0% |
| Reservation | 2,000 | 66% |
| Demand-Response | 0 | 0% |
| UNACCOMMODATED TRIP REQUESTS: | 300 | |
| CANCELLED TRIPS: | 0 | |
| NO-SHOWS: | 25 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X Max. 1 Vertical

HOURS OF SERVICE:
Weekdays - 08:00 to 17:00
Saturday - 10:00 to 13:00
Sunday -
Holidays -

CALL-INS: No Minimum, No Maximum

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $0.95 | | $27.00 |
| Child: | $0.75 | | $12.00 |
| Student: | $0.75 | | $23.00 |
| Senior: | $0.75 | | $19.00 |
| Attendant: | $0.75 | | |
| Companion: | $0.75 | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

# OWEN SOUND VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 4 | 4 | 6.0 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Contractor MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-1 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | 1 | 1 | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: N/A
- Total: N/A

ANNUAL HOURS:
- Revenue: 1,130
- Total: 1,130

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 2 | 2 | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | 1 | — | | |
| TOTAL | 3 | 2 | | |

OPERATOR'S UNION: CBRTGW, LOCAL 307
Conventional Union: CBRTGW, LOCAL 307

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $8.25 | ($9.70) |
| Maintenance: | $12.00 | ($12.00) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 10%

| | |
|---|---|
| Net Operating Cost/Capita | $1.89 |
| Municipal Net Cost/Capita | $1.14 |
| Share of Net Cost - Provincial | 40% |
| - Municipal (incl. Donations) | 60% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $37.37 |
| Cost/Kilometre | - |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0140 |
| Revenue Vehicle Hours/Capita: | 0.057 |
| Trips/Capita: | 0.043 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $49.67 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 377 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 0.8 |
| Kilometres/Hour | - |
| Average Kilometres/Trip | - |
| Trips/Registrant | 3.1 |
| Unaccommodated Trip Requests | 35.3% |
| Cancellations | - |
| No-Shows | 2.9% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,130 |
| Kilometres/Vehicle | - |

# PARIS
## COMMUNITY Y VAN SERVICE

SERVICE OPERATED BY: Hospital

MUNICIPAL CONTACT: FERN LEMIEUX
(519)442-6324

OPERATIONS CONTACT: LYNDA TRIMBLE
(519) 442-2251

SERVICE STARTED IN: October 1978
POPULATION SERVED: 8,100
SERVICE AREA (ha): 1,121
ADVISORY COMMITTEE? Yes
MEMBERS: 18

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:
- Unable to Board
- Unable to Use
- Unable to Use With Dignity: X
- Other - Phys. Limit.

ELIGIBILITY COMMITTEE? No
MEMBERS: Eligibility Deter. By Recreational Therapy Dept.

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 160 | 44% |
| - Ambulatory | 150 | 42% |
| - Temporary | 39 | 8% |
| Attendants/Companions | 20 | 6% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 360 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:
- At Least Annually: X
- Every 2 or 3 Years
- Every 4 or 5 Years
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? No

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 36,368 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 36,368 | $ 0. |

| | | |
|---|---|---|
| NET OPERATING COST: | $ | 36,368. |
| Provincial Share | $ | 24,117. |
| Municipal Share | $ | 12,251. |
| Donations | $ | 0. |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 4,726 | 0 |
| - Ambulatory | 0 | 0 |
| Attendants/Companion | 212 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 4,938 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 246 | 5% |
| Pre-booked | 1,481 | 30% |
| Reservation | 2,965 | 60% |
| Demand-Response | 246 | 5% |

UNACCOMMODATED TRIP REQUESTS: 40
CANCELLED TRIPS: 25
NO-SHOWS: 15

## SERVICE

TYPE: Door to Door
- Curb to Curb
- Accessible Door: X

HOURS OF SERVICE:
- Weekdays - 09:00 to 16:00
- Saturday -
- Sunday -
- Holidays -

CALL-INS: Minimum 6 Hrs., No Max.

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | | | |
| Child: | | | |
| Student: | | | |
| Senior: | | | |
| Attendant: | | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE:
- No Set Fare, Donations Accepted

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: Shorter
- Fare Structure: Different, $0.95 Cash

# PARIS VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 3 | 3 | 10 |
| Small Buses | 1 | 5 | 8 | 0 |
| Purpose-Built | | | | 3.0 |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Hospital MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| Peak Day | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Saturday | | 1 | 1 | 1 | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue: | 29,380 |
| Total: | 29,380 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue: | 1,618 |
| Total: | 1,743 |

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | | 2 | | |
| Office | | 1 | | |
| Maintenance | | 1 | | |
| Administration | | 2 | | |
| TOTAL | | 6 | | |

OPERATOR'S UNION: SEIU, LOCAL 204
Conventional Union: None

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $10.97 | (N/A) |
| Maintenance: | N/A | N/A |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = -

| | |
|---|---|
| Net Operating Cost/Capita | $4.49 |
| Municipal Net Cost/Capita | $1.51 |
| Share of Net Cost - Provincial | 66% |
| - Municipal (incl. Donations) | 34% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $22.48 |
| Cost/Kilometre | $ 1.24 |
| Maintenance Cost/Kilometre | $0.136 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0440 |
| Revenue Vehicle Hours/Capita: | 0.200 |
| Trips/Capita: | 0.583 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $7.70 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,618 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.9 |
| Kilometres/Hour | 18.0 |
| Average Kilometres/Trip | 6.2 |
| Trips/Registrant | 13.1 |
| Unaccommodated Trip Requests | 0.8% |
| Cancellations | 0.5% |
| No-Shows | 0.3% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 809 |
| Kilometres/Vehicle | 14,690 |

# PEEL TRANSHELP

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: N. McLEOD (416)890-1564

OPERATIONS CONTACT: N. McLEOD (416)890-1564

SERVICE STARTED IN: 1981
POPULATION SERVED: 643,900
SERVICE AREA (ha): 75,897
ADVISORY COMMITTEE? No
MEMBERS:

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION: | |
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other - Phys. Limit. | |
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS: Elig. Deter. By Admin Staff & Medical/Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

| NUMBER OF REGISTRANTS: | | |
|---|---|---|
| Eligible - Wheelchair | 799 | 38% |
| - Ambulatory | 1,303 | 62% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 2,102 | |

| HOW OFTEN LIST OF REGISTRANTS SCREENED: | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

| OPERATING COSTS AND REVENUES: | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $ 1,045,577. | |
| Non-Dedicated | $ 575,869. | |
| TOTAL: | $ 1,621,446 | $ 191,158. |
| NET OPERATING COST: | $ 1,409,982. | |
| Provincial Share | $ 779,163. | |
| Municipal Share | $ 610,513. | |
| Donations | $ 20,306. | |

| ANNUAL ONE-WAY TRIPS: | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 46,578 | 11,246 |
| - Ambulatory | 23,700 | 22,964 |
| Attendants/Companion | 6,952 | 2,979 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 77,230 | 37,189 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 71,895 | 63% |
| Pre-booked | 0 | 0% |
| Reservation | 29,568 | 26% |
| Demand-Response | 3,025 | 3% |
| UNACCOMMODATED TRIP REQUESTS: | 2,518 | |
| CANCELLED TRIPS: | 7,482 | |
| NO-SHOWS: | 0 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X-Three Steps Max

HOURS OF SERVICE:
Weekdays - 07:30 to 23:30
Saturday - 09:00 to 23:30
Sunday -
Holidays -

CALL-INS: Minimum 48 Hrs., No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | X |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.05 | | $44.44 |
| Child: | $1.05 | | $44.44 |
| Student: | $1.05 | | $44.44 |
| Senior: | $1.05 | | $44.44 |
| Attendant: | | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE:
Separate Character Service $25.00/Hr

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

# PEEL VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 3 | 6 | 4 | 1.0 |
| Small Buses | 12 | 4 | 6 | 4.0 |
| Purpose-Built | 2 | 6 | 6 | 2.0 |
| Other | 1 | 7 | 14 | 5.0 |
| TOTAL VEHICLES: | 18 | | | |

OWNERSHIP: Hospital MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| Peak Day | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Saturday | 9 | 12 | 12 | 13 | 15 | 4 | 4 | |
| Sunday | | 4 | 4 | 4 | 2 | 2 | 2 | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 726,535
- Total: N/A

ANNUAL HOURS:
- Revenue: 33,260
- Total: 35,011

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 3

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate: X

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 12 | 14 | | |
| Office | 5 | 3 | | |
| Maintenance | 3 | 1 | | |
| Administration | 4 | | | |
| TOTAL | 24 | 18 | | |

OPERATOR'S UNION: CUPE, LOCAL 1483A
Conventional Union: ATU, LOCAL N/A

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $10.97 | $15.25 |
| Maintenance: | $13.98 | $16.57 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 12%

| | |
|---|---|
| Net Operating Cost/Capita | $2.19 |
| Municipal Net Cost/Capita | $0.99 |
| Share of Net Cost - Provincial | 55% |
| - Municipal (incl. Donations) | 45% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $31.44 |
| Cost/Kilometre | $ 1.44 |
| Maintenance Cost/Kilometre | $0.184 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0030 |
| Revenue Vehicle Hours/Capita: | 0.052 |
| Trips/Capita: | 0.162 |
| Trips by Non-Dedicated Service: | 33% |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $14.88 |
| - Non-Dedicated | $16.83 |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,751 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.1 |
| Kilometres/Hour | 22.0 |
| Average Kilometres/Trip | 10.3 |
| Trips/Registrant | 49.7 |
| Unaccommodated Trip Requests | 2.4% |
| Cancellations | 7.2% |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,848 |
| Kilometres/Vehicle | 40,363 |

# PETERBOROUGH HANDI - VAN

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: R. MACKAY (705)748-8895

OPERATIONS CONTACT: WILLIAM PACKER (705)745-0525

SERVICE STARTED IN: September 1976
POPULATION SERVED: 62,005
SERVICE AREA (ha): 5,322
ADVISORY COMMITTEE? Yes
MEMBERS: 10

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION: | |
| Unable to Board | X |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other - Phys. Limit | |
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS: Elig. Deter. By Medical/Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

| NUMBER OF REGISTRANTS: | | |
|---|---|---|
| Eligible - Wheelchair | 280 | 40% |
| - Ambulatory | 423 | 60% |
| - Temporary | 2 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 705 | |

| HOW OFTEN LIST OF REGISTRANTS SCREENED: | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | X |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

| OPERATING COSTS AND REVENUES: | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 252,762. | |
| Non-Dedicated | $ | 2,214. | |
| TOTAL: | $ | 254,976. | $ 36,787. |
| NET OPERATING COST: | $ | 218,189. | |
| Provincial Share | $ | 163,642. | |
| Municipal Share | $ | 54,547. | |
| Donations | $ | 0 | |

| ANNUAL ONE-WAY TRIPS: | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | N/A | 0 |
| - Ambulatory | N/A | 0 |
| Attendants/Companion | N/A | 0 |
| Other (not eligible) | N/A | 0 |
| TOTAL | 40,874 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 12,262 | 30% |
| Pre-booked | 4,087 | 10% |
| Reservation | 58 | 0% |
| Demand-Response | 2 | 0% |
| UNACCOMMODATED TRIP REQUESTS: | 0 | |
| CANCELLED TRIPS: | 1,950 | |
| NO-SHOWS: | 100 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X-Tws Steps

HOURS OF SERVICE:
Weekdays - 07:15 to 23:15
Saturday - 07:15 to 23:15
Sunday - 09:30 to 20:00
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $0.90 | | $33.50 |
| Child: | $0.65 | | $26.00 |
| Student: | $0.90 | | $16.00 |
| Senior: | $0.90 | | $65.00 |
| Attendant: | $0.90 | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE:

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Shorter
Fare Structure: Same

# PETERBOROUGH VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 4 | 3 | 4 | 2.5 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 4 | | | |

OWNERSHIP: Hospital MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| Peak Day | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Saturday | 2 | 3 | 4 | 4 | 4 | 1 | 1 | |
| Sunday | 1 | 1 | 2 | 1 | 1 | 1 | 1 | |
| Holidays | | 1 | 2 | 1 | 1 | | | |

ANNUAL KILOMETRES:
- Revenue: 150,497
- Total: 150,497

ANNUAL HOURS:
- Revenue: 10,038
- Total: 10,038

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 5 | 1 | | |
| Office | 1 | 2 | | |
| Maintenance | | | | |
| Administration | | | | |
| TOTAL | 6 | 3 | | |

OPERATOR'S UNION: ATU, LOCAL 1320
Conventional Union: ATU, LOCAL 1320

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $13.60 | $13.60 |
| Maintenance: | N/A | N/A |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 14%

| | |
|---|---|
| Net Operating Cost/Capita | $3.52 |
| Municipal Net Cost/Capita | $0.88 |
| Share of Net Cost - Provincial | 75% |
| - Municipal (incl. Donations) | 25% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $25.18 |
| Cost/Kilometre | $ 1.68 |
| Maintenance Cost/Kilometre | $0.338 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0110 |
| Revenue Vehicle Hours/Capita: | 0.162 |
| Trips/Capita: | 0.659 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $ 6.18 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,825 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 4.1 |
| Kilometres/Hour | 15.0 |
| Average Kilometres/Trip | 3.7 |
| Trips/Registrant | 58.0 |
| Unaccommodated Trip Requests | - |
| Cancellations | 4.8% |
| No-Shows | 0.2% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,510 |
| Kilometres/Vehicle | 37,624 |

# PORT HOPE ROLLS

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: D. PEARSON (416)885-4544

OPERATIONS CONTACT: MR. R. WEBSTER (416)885-2771

SERVICE STARTED IN: May 1988
POPULATION SERVED: 10,250
SERVICE AREA (ha): 1,000
ADVISORY COMMITTEE? Yes
MEMBERS: 8

## REGISTRANTS

| | | |
|---|---|---|
| LOCAL ELIGIBILITY CRITERION: | | |
| Unable to Board | X | |
| Unable to Use | | |
| Unable to Use With Dignity | | |
| Other | | |
| ELIGIBILITY COMMITTEE? | No | |
| MEMBERS: Elig. Deter. By Medical/Health Prof. | | |
| REGISTRATION REQUIRED? | Yes | |
| REGISTRATION CARDS? | Yes | |
| WAITING LIST? | No | |
| WAITING ON LIST? | N/A | |
| NUMBER OF REGISTRANTS: | | |
| Eligible - Wheelchair | 90 | 68% |
| - Ambulatory | 39 | 30% |
| - Temporary | 3 | 2% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 132 | |
| HOW OFTEN LIST OF REGISTRANTS SCREENED: | | |
| At Least Annually | | |
| Every 2 or 3 Years | | |
| Every 4 or 5 Years | | |
| Not Within Past 5 Years | X | |
| COMPANIONS ALLOWED IF SPACE? | Yes | |
| VISITORS ELIGIBLE? | Yes | |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 31,152 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 31,152 | $ 3,357 |
| NET OPERATING COST: | $ | 27,795 | |
| Provincial Share | $ | 13,898 | |
| Municipal Share | $ | 13,897 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 216 | 0 |
| - Ambulatory | 39 | 0 |
| Attendants/Companion | 415 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 670 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 651 | 97% |
| Pre-booked | 0 | 0% |
| Reservation | 19 | 3% |
| Demand-Response | 0 | 0% |
| UNACCOMMODATED TRIP REQUESTS: | 1 | |
| CANCELLED TRIPS: | 64 | |
| NO-SHOWS: | 4 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X-One Step Max.

HOURS OF SERVICE:
Weekdays - 08:00 to 17:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 24 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | | |
| Child: | $1.00 | | |
| Student: | $1.00 | | |
| Senior: | $1.00 | | |
| Attendant: | $1.00 | | |
| Companion: | $1.00 | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE:
School Brd. Contracts $9.00/Stud.

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Shorter
Fare Structure: Different, $0.60 Cash

# PORT HOPE VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 0 | 0 | 1.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| Peak Day | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Saturday | 1 | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 14,000
- Total: 14,000

ANNUAL HOURS:
- Revenue: 2,277
- Total: 2,277

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | | | 1 |
| Office | 1 | | | |
| Maintenance | 1 | | | |
| Administration | 1 | | | |
| TOTAL | 4 | | | 1 |

OPERATOR'S UNION: ATU, LOCAL 1320
Conventional Union: ATU, LOCAL 1320

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $13.60 | $13.60 |
| Maintenance: | N/A | N/A |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 11%

| | |
|---|---|
| Net Operating Cost/Capita | $2.71 |
| Municipal Net Cost/Capita | $1.36 |
| Share of Net Cost - Provincial | 50% |
| - Municipal (incl. Donations) | 50% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $13.68 |
| Cost/Kilometre | $ 2.23 |
| Maintenance Cost/Kilometre | $0.062 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0130 |
| Revenue Vehicle Hours/Capita: | 0.222 |
| Trips/Capita: | 0.025 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $122.17 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,518 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 0.1 |
| Kilometres/Hour | 6.0 |
| Average Kilometres/Trip | 54.9 |
| Trips/Registrant | 1.9 |
| Unaccommodated Trip Requests | 0.4% |
| Cancellations | 25.1% |
| No-Shows | 1.6% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,277 |
| Kilometres/Vehicle | 14,000 |

# RENFREW
## SUNSHINE COACH SERVICE

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: BILL MCMAHON
(613)432-4848

OPERATIONS CONTACT: DOUG HEADRICK
(613)432-2134

SERVICE STARTED IN: March1985
POPULATION SERVED: 11,000
SERVICE AREA (ha): 1,306
ADVISORY COMMITTEE? Yes
MEMBERS: 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS: Elig. Deter. By | |
| Medical/Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 75 | 54% |
| - Ambulatory | 50 | 36% |
| - Temporary | 15 | 11% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 140 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 66,778 | |
| Non-Dedicated | $ | 0 | |
| TOTAL | $ | 66,778 | $ 70,692 |
| NET OPERATING COST | $ | 21,555 | |
| Provincial Share | $ | 21,555 | |
| Municipal Share | $ | -761 | |
| Donations | $ | 761 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 2,180 | 0 |
| - Ambulatory | 1,584 | 0 |
| Attendants/Companion | 1,100 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 4,864 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 950 | 20% |
| Pre-booked | 375 | 8% |
| Reservation | 1,500 | 31% |
| Demand-Response | 939 | 19% |
| UNACCOMMODATED TRIP REQUESTS: | 300 | |
| CANCELLED TRIPS: | 50 | |
| NO-SHOWS: | 25 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X-One Step or Ramp

HOURS OF SERVICE:
Weekdays - 08:30 to 16:30
Saturday -
Sunday - 09:00 to 12:00
Holidays -

CALL-INS: Minimum 24 Hrs., No Max

METHODS: Manually Computer

| | | |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $2.25 | 10/$22.50 | |
| Child: | $2.25 | 10/$22.50 | |
| Student: | $2.25 | 10/$22.50 | |
| Senior: | $2.25 | 10/$22.50 | |
| Attendant: | | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: No Conv. Service
Fare Structure: No Conv. Service

# RENFREW VEHICLES

| VEHICLE TYPES | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S. Wagon/Sedan | | | | |
| Modified vans | | | | |
| Small Buses | 1 | 4 | 9 | 4.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES | 1 | | | |

OWNERSHIP: Donated To: MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | | | | |
| Saturday | | | | | | | | |
| Sunday | | 1 | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 16,712
- Total: 17,062

ANNUAL HOURS:
- Revenue: 1,498
- Total: 1,499

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL | 2 | | | |

OPERATOR'S UNION: NONE

Conventional Union: NO CONVENTIONAL SERVICE

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $8.50 | - |
| Maintenance: | N/A | - |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 106%

| | |
|---|---|
| Net Operating Cost/Capita | $1.95 |
| Municipal Net Cost/Capita | $0.07 |
| Share of Net Cost - Provincial | 97% |
| - Municipal (incl Donations) | 3% |

## EFFICIENCY

(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $44.58 |
| Cost/Kilometre | $ 4.00 |
| Maintenance Cost/Kilometre | $0.113 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0130 |
| Revenue Vehicle Hours/Capita: | 0.136 |
| Trips/Capita: | 0.342 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $17.74 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,498 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.5 |
| Kilometres/Hour | 11.0 |
| Average Kilometres/Trip | 4.4 |
| Trips/Registrant | 26.9 |
| Unaccommodated Trip Requests | 8.0% |
| Cancellations | 1.3% |
| No-Shows | 0.7% |

## VEHICLE UTILIZATION

(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,498 |
| Kilometres/Vehicle | 16,712 |

# RICHMOND HILL MOBILITY BUS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: W. J. NEWTON (416)737-4150

OPERATIONS CONTACT: W. J. NEWTON (416)737-4150

SERVICE STARTED IN: June 1980
POPULATION SERVED: 65,000
SERVICE AREA (ha): 2,000
ADVISORY COMMITTEE? Yes
MEMBERS: 6

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION: | |
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: | 3 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

| NUMBER OF REGISTRANTS: | | |
|---|---|---|
| Eligible - Wheelchair | 140 | 22% |
| - Ambulatory | 463 | 73% |
| - Temporary | 35 | 5% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 638 | |

| HOW OFTEN LIST OF REGISTRANTS SCREENED: | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

| OPERATING COSTS AND REVENUES: | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 64,138. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 64,138. | $ 4,397. |
| NET OPERATING COST: | $ | 59,641. | |
| Provincial Share | $ | 27,119. | |
| Municipal Share | $ | 32,422. | |
| Donations | $ | 100. | |

| ANNUAL ONE-WAY TRIPS: | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 1,649 | 0 |
| - Ambulatory | 3,522 | 0 |
| Attendants/Companion | 325 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 5,496 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 825 | 15% |
| Pre-booked | 2,418 | 44% |
| Reservation | 1,428 | 26% |
| Demand-Response | 825 | 15% |
| UNACCOMMODATED TRIP REQUESTS: | 150 | |
| CANCELLED TRIPS: | 400 | |
| NO-SHOWS: | 100 | |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door
HOURS OF SERVICE:
Weekdays - 07:00 to 19:00
Saturday -
Sunday -
Holidays -
CALL-INS: Minimum 24 Hrs., Max. 5 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $0.90 | | |
| Child: | $0.55 | | |
| Student: | $0.65 | | |
| Senior: | $0.55 | | |
| Attendant: | | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

# RICHMOND HILL VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 2 | 4 | 4.0 |
| Purpose-Built | 1 | 6 | 4 | NEW |
| Other | | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 1 | 1 | 2 | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

| | |
|---|---|
| ANNUAL KILOMETRES: | |
| Revenue: | 36,517 |
| Total: | 37,517 |
| ANNUAL HOURS: | |
| Revenue: | 2,930 |
| Total: | 2,930 |

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:

| | |
|---|---|
| Flat Rate/trip | |
| Per Hour | |
| Per Kilometre | |
| Meter Rate | X |

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | 1 | | |
| Office | | 2 | | |
| Maintenance | | 2 | | |
| Administration | | 2 | | |
| TOTAL | 1 | 7 | | |

OPERATOR'S UNION: CUPE, LOCAL 2471
Conventional Union: NONE

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $13.05 | N/A |
| Maintenance: | $14.68 | N/A |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 7%

| | |
|---|---|
| Net Operating Cost/Capita | $0.92 |
| Municipal Net Cost/Capita | $0.50 |
| Share of Net Cost - Provincial | 45% |
| - Municipal (incl. Donations) | 55% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $21.89 |
| Cost/Kilometre | $ 1.76 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0100 |
| Revenue Vehicle Hours/Capita: | 0.045 |
| Trips/Capita: | 0.080 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $12.40 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,953 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.8 |
| Kilometres/Hour | 12.0 |
| Average Kilometres/Trip | 7.1 |
| Trips/Registrant | 8.1 |
| Unaccommodated Trip Requests | 2.9% |
| Cancellations | 7.7% |
| No-Shows | 1.9% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,465 |
| Kilometres/Vehicle | 18,259 |

# SARNIA & POINT EDWARD CARE - A VAN

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: LORRAINE OVIVER (519)336-3271

OPERATIONS CONTACT: BILL SEYMOUR (519)336-3789

SERVICE STARTED IN: January 1981
POPULATION SERVED: 51,324
SERVICE AREA (ha): 5,154
ADVISORY COMMITTEE? No
MEMBERS: -

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |

ELIGIBILITY COMMITTEE? No
MEMBERS: Determined By Admin. Staff.

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 200 | 21% |
| - Ambulatory | 734 | 76% |
| - Temporary | 30 | 3% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 964 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | X |

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 205,914. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 205,914 | $ 33,374. |

| | | |
|---|---|---|
| NET OPERATING COST: | $ | 172,540. |
| Provincial Share | $ | 89,695. |
| Municipal Share | $ | 76,845. |
| Donations | $ | 6000. |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 4,443 | 0 |
| - Ambulatory | 7,901 | 0 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 12,344 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 9,258 | 75% |
| Pre-booked | 1,605 | 13% |
| Reservation | 1,481 | 12% |
| Demand-Response | 0 | 0% |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 320 |
| CANCELLED TRIPS: | 1,890 |
| NO-SHOWS: | 172 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X - One Step Max.

HOURS OF SERVICE:
Weekdays - 07:30 to 21:30
Saturday - 09:30 to 17:00
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 7 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | $0.95 | $38.00 |
| Child: | $0.65 | $0.60 | |
| Student: | $0.65 | $0.60 | $24.00 |
| Senior: | $1.00 | $0.95 | |
| Attendant: | $1.00 | $0.95 | $38.00 |
| Companion: | $1.00 | $0.95 | $38.00 |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Same
Fare Structure: Same

# SARNIA & PT. EDWARD VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 3 | 3 | 7 | 5.0 |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality MAINTENANCE: Transit

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 3 | 3 | 2 | 3 | 1 | 1 | | |
| Saturday | | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 84,639
- Total: 87,947

ANNUAL HOURS:
- Revenue: 6,297
- Total: 6,662

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 3 | | | |
| Office | | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL | 4 | | | |

OPERATOR'S UNION: CBRT&GW, LOCAL 184
Conventional Union: CBRT&GW, LOCAL 184

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $11.40 | $11.40 |
| Maintenance: | $13.66 | $13.66 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 16%

| | |
|---|---|
| Net Operating Cost/Capita | $3.36 |
| Municipal Net Cost/Capita | $1.73 |
| Share of Net Cost - Provincial | 52% |
| - Municipal (incl Donations) | 48% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $32.70 |
| Cost/Kilometre | $ 2.43 |
| Maintenance Cost/Kilometre | $0.186 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0190 |
| Revenue Vehicle Hours/Capita: | 0.123 |
| Trips/Capita: | 0.241 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $16.68 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,099 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.0 |
| Kilometres/Hour | 13.0 |
| Average Kilometres/Trip | 6.9 |
| Trips/Registrant | 12.8 |
| Unaccommodated Trip Requests | 2.6% |
| Cancellations | 15.3% |
| No-Shows | 1.4% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,099 |
| Kilometres/Vehicle | 28,213 |

# SAULT STE. MARIE PARA BUS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: R.B. AVERY (705)759-5309

OPERATIONS CONTACT: A.J. GAGNON (705)759-5438

SERVICE STARTED IN: 1975
POPULATION SERVED: 82,000
SERVICE AREA (ha): 22,155
ADVISORY COMMITTEE? Yes
MEMBER: 7

## REGISTRANTS

| | |
|---|---|
| LOCAL ELIGIBILITY CRITERION | |
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS | 5 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

| NUMBER OF REGISTRANTS: | | |
|---|---|---|
| Eligible - Wheelchair | 344 | 46% |
| - Ambulatory | 386 | 52% |
| - Temporary | 10 | 1% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 740 | |

| | |
|---|---|
| HOW OFTEN LIST OF REGISTRANTS SCREENED | |
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

| OPERATING COSTS AND REVENUES | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 235,241 | |
| Non-Dedicated | $ | 0 | |
| TOTAL | $ | 235,241 | $ 24,745 |
| NET OPERATING COST | $ | 210,496 | |
| Provincial Share | $ | 129,925 | |
| Municipal Share | $ | 80,571 | |
| Donations | $ | 0 | |

| ANNUAL ONE-WAY TRIPS: | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 10,482 | 0 |
| - Ambulatory | 12,277 | 0 |
| Attendants/Companion | 1,869 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 24,628 | 0 |

| TRIP TYPES: | | |
|---|---|---|
| Subscription | 12,674 | 51% |
| Pre-booked | 5,585 | 23% |
| Reservation | 4,991 | 20% |
| Demand-Response | 1,378 | 6% |
| UNACCOMMODATED TRIP REQUESTS: | 26 | |
| CANCELLED TRIPS: | 2,680 | |
| NO-SHOWS: | 373 | |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:
Weekdays - 07:00 to 23:00
Saturday - 13:00 to 17:00
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 5 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | $0.90 | |
| Child: | $1.00 | $0.90 | |
| Student: | $1.00 | $0.90 | |
| Senior: | $1.00 | $0.90 | |
| Attendant: | $1.00 | $0.90 | |
| Companion: | $1.00 | $0.90 | |
| Other: | $1.00 | $0.90 | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.90 Cash

# SAULT STE. MARIE VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 5 | 5 | 7 | 6.0 |
| Other | | | | |
| TOTAL VEHICLES: | 5 | | | |

OWNERSHIP: Municipality MAINTENANCE: Transit

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 3 | 3 | 2 | 3 | 1 | 1 | | |
| Saturday | | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 118,559
- Total: 124,570

ANNUAL HOURS:
- Revenue: 17,780
- Total: 17,780

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 4 | | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL | 6 | | | |

OPERATOR'S UNION: UTU, LOCAL 885
Conventional Union: UTU, LOCAL 885

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $13.00 | $13.00 |
| Maintenance: | $14.37 | $14.37 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 11%

| | |
|---|---|
| Net Operating Cost/Capita | $2.57 |
| Municipal Net Cost/Capita | $0.98 |
| Share of Net Cost - Provincial | 62% |
| - Municipal (incl. Donations) | 38% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $13.23 |
| Cost/Kilometre | $ 1.98 |
| Maintenance Cost/Kilometre | $0.322 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0090 |
| Revenue Vehicle Hours/Capita: | 0.217 |
| Trips/Capita: | 0.278 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $10.34 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 4,445 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.3 |
| Kilometres/Hour | 7.0 |
| Average Kilometres/Trip | 5.2 |
| Trips/Registrant | 30.8 |
| Unaccommodated Trip Requests | 0.1% |
| Cancellations | 11.8% |
| No-Shows | 1.6% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 3,556 |
| Kilometres/Vehicle | 23,712 |

# SCUGOG & UXBRIDGE HANDI - TRANSIT

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: EARL CUDDY (416)985-7346

OPERATIONS CONTACT: DOUG MANUEL (416)571-1222

SERVICE STARTED IN: May 1987
POPULATION SERVED: 28,000
SERVICE AREA (ha): 16,000
ADVISORY COMMITTEE? Yes
MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION
- Unable to Board
- Unable to Use
- Unable to Use With Dignity: X
- Other

ELIGIBILITY COMMITTEE? No
MEMBERS: Elig. Deter. By Admin Staff & Medical/Health Prof.

REGISTRATION REQUIRED? No
REGISTRATION CARDS? No
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS
- Eligible - Wheelchair
- - Ambulatory
- - Temporary
- Attendants/Companions
- Other (not eligible)

TOTAL:

HOW OFTEN LIST OF REGISTRANTS SCREENED
- At Least Annually
- Every 2 or 3 Years
- Every 4 or 5 Years
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | $1,258. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | $1,258 | $ 5,368. |
| NET OPERATING COST: | $ | 45,890. | |
| Provincial Share | $ | 22,945. | |
| Municipal Share | $ | 22,945. | |
| Donations | $ | 0. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 554 | 0 |
| - Ambulatory | 498 | 0 |
| Attendants/Companion | 157 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 1,209 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 364 | 30% |
| Pre-booked | 50 | 4% |
| Reservation | 638 | 53% |
| Demand-Response | 0 | 0% |

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 0
NO-SHOWS: 0

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X - One Step Max.

HOURS OF SERVICE:
- Weekdays - 07:30 to 17:30
- Saturday - 13:00 to 17:00
- Sunday -
- Holidays -

CALL-INS: Minimum 1 Hrs., Max. 5 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | | | |
| Child: | | | |
| Student: | | | |
| Senior: | | | |
| Attendant: | | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE:
Zone Fares, Agency Contracts

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: No Conv. Service
- Fare Structure: No Conv. Service

# SCUGOG & UXBRIDGE VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 6 | 4 | 1.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 34,635
- Total: 34,765

ANNUAL HOURS:
- Revenue: 1,938
- Total: 2,259

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | | | |
| Office | 3 | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL | 5 | | | |

OPERATOR'S UNION: NONE

Conventional Union: NO CONVENTIONAL SERVICE

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $10.00 | - |
| Maintenance: | N/A | - |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 10%

| | |
|---|---|
| Net Operating Cost/Capita | $1.64 |
| Municipal Net Cost/Capita | $0.82 |
| Share of Net Cost - Provincial | 50% |
| - Municipal (incl. Donations) | 50% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $26.45 |
| Cost/Kilometre | $ 1.48 |
| Maintenance Cost/Kilometre | $0.137 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | - |
| Revenue Vehicle Hours/Capita: | 0.069 |
| Trips/Capita: | 0.038 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $48.72 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,938 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 0.5 |
| Kilometres/Hour | 18.0 |
| Average Kilometres/Trip | 32.9 |
| Trips/Registrant | - |
| Unaccommodated Trip Requests | - |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,938 |
| Kilometres/Vehicle | 34,635 |

# ST. CATHARINES PARATRANSIT

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT:

OPERATIONS CONTACT: DON J. HULL
(416)685-4228

SERVICE STARTED IN: June 1979
POPULATION SERVED: 124,000
SERVICE AREA (ha): 9,700
ADVISORY COMMITTEE? Yes
MEMBERS: 9

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | X |
| Unable to Use With Dignity | |
| Other | |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS | 3 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 294 | 60% |
| - Ambulatory | 192 | 39% |
| - Temporary | 4 | 1% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 490 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 174,849 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 174,849 | $ 12,144 |
| NET OPERATING COST: | $ | 162,705 | |
| Provincial Share | $ | 86,091 | |
| Municipal Share | $ | 76,614 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 9,182 | 0 |
| - Ambulatory | 4,944 | 0 |
| Attendants/Companion | 1,127 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 15,253 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 4,424 | 29% |
| Pre-booked | 3,050 | 20% |
| Reservation | 7,627 | 50% |
| Demand-Response | 152 | 1% |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 750 |
| CANCELLED TRIPS: | 1,513 |
| NO-SHOWS: | 154 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X - One Step Max.

HOURS OF SERVICE:
Weekdays - 07:30 to 19:00
Saturday - 09:00 to 17:30
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 21 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | X |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $0.90 | $/$14.25 | |
| Child: | $0.90 | $/$14.25 | |
| Student: | $0.90 | $/$14.25 | |
| Senior: | $0.90 | $/$14.25 | |
| Attendant: | $0.90 | $/$14.25 | |
| Companion: | $0.90 | $/$14.25 | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

# ST. CATHARINES VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 2 | 3 | 6 | 1.0 |
| Small Buses | 2 | 5 | 4 | 2.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 4 | | | |

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 3 | 3 | 3 | 3 | 3 | 1 | | |
| Saturday | | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 115,859
- Total: 119,551

ANNUAL HOURS:
- Revenue: 6,573
- Total: 6,749

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 2 | 1 | | |
| Office | 1 | | | |
| Maintenance | | 2 | | |
| Administration | 1 | 2 | | |
| TOTAL | 4 | 5 | | |

OPERATOR'S UNION: ATU, LOCAL 846
Conventional Union: ATU, LOCAL 846

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $13.24 | $13.24 |
| Maintenance: | $14.07 | $14.07 |

# PERFORMANCE INDICATORS

## FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Total Operating Cost | 7% |
| Net Operating Cost/Capita | $1.31 |
| Municipal Net Cost/Capita | $0.62 |
| Share of Net Cost - Provincial | 53% |
| - Municipal (incl. Donations) | 47% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $26.60 |
| Cost/Kilometre | $ 1.51 |
| Maintenance Cost/Kilometre | $0.179 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0040 |
| Revenue Vehicle Hours/Capita: | 0.053 |
| Trips/Capita: | 0.114 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $12.38 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,629 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.1 |
| Kilometres/Hour | 18.0 |
| Average Kilometres/Trip | 8.2 |
| Trips/Registrant | 28.8 |
| Unaccommodated Trip Requests | 5.3% |
| Cancellations | 10.7% |
| No-Shows | 1.1% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,643 |
| Kilometres/Vehicle | 28,965 |

# STRATFORD MOBILITY BUS

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: R. SCHULTHIES (519)271-0250
OPERATIONS CONTACT: HARRY EATON (519)273-0511

SERVICE STARTED IN: December 1976
POPULATION SERVED: 26,000
SERVICE AREA (ha): 2,033
ADVISORY COMMITTEE? Yes
MEMBERS: 9

## REGISTRANTS

| | | |
|---|---|---|
| LOCAL ELIGIBILITY CRITERION: | | |
| Unable to Board | | |
| Unable to Use | X | |
| Unable to Use With Dignity | | |
| Other | | |
| ELIGIBILITY COMMITTEE? | Yes | |
| MEMBERS: | 2 | |
| REGISTRATION REQUIRED? | Yes | |
| REGISTRATION CARDS? | No | |
| WAITING LIST? | No | |
| WAITING ON LIST? | N/A | |
| NUMBER OF REGISTRANTS: | | |
| Eligible - Wheelchair | 220 | 41% |
| - Ambulatory | 315 | 59% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 535 | |
| HOW OFTEN LIST OF REGISTRANTS SCREENED: | | |
| At Least Annually | X | |
| Every 2 or 3 Years | | |
| Every 4 or 5 Years | | |
| Not Within Past 5 Years | | |
| COMPANIONS ALLOWED IF SPACE? | Yes | |
| VISITORS ELIGIBLE? | Yes | |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 155,623. | |
| Non-Dedicated | $ | 20,508. | |
| TOTAL: | $ | 176,131. | $ 23,931 |
| NET OPERATING COST: | $ | 156,129. | |
| Provincial Share | $ | 114,719. | |
| Municipal Share | $ | 41,410. | |
| Donations | $ | 0. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 9,406 | 0 |
| - Ambulatory | 7,908 | 7,729 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 17,314 | 7,729 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 11,518 | 46% |
| Pre-booked | 6,400 | 26% |
| Reservation | 4,700 | 19% |
| Demand-Response | 2,425 | 10% |
| UNACCOMMODATED TRIP REQUESTS: | 472 | |
| CANCELLED TRIPS: | 850 | |
| NO-SHOWS: | 200 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X - One Step Max.

HOURS OF SERVICE:
Weekdays - 07:00 to 22:00
Saturday - 09:00 to 21:30
Sunday -
Holidays -

CALL-INS: Minimum 3 Hrs., Max. 21 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | 10/$10.00 | |
| Child: | $1.00 | 10/$10.00 | |
| Student: | $1.00 | 10/$10.00 | |
| Senior: | $1.00 | 10/$10.00 | |
| Attendant: | | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.95 Cash

# STRATFORD VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 3 | 4 | 4 | 5.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 2 | 3 | 3 | 2 | 1 | 1 | |
| Saturday | | 1 | 1 | 1 | 1 | 1 | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue: | 81,265 |
| Total: | 81,265 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue: | 5,895 |
| Total: | 5,895 |

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:

| | |
|---|---|
| Flat Rate/trip | X |
| Per Hour | |
| Per Kilometre | |
| Meter Rate | |

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 2 | 2 | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | 1 | | | |
| TOTAL | 4 | 5 | | |

OPERATOR'S UNION: NONE
Conventional Union: IBEW, LOCAL 636

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $10.50 | $12.91 |
| Maintenance: | N/A | $14.04 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 14%

| | |
|---|---|
| Net Operating Cost/Capita | $6.00 |
| Municipal Net Cost/Capita | $1.59 |
| Share of Net Cost - Provincial | 73% |
| - Municipal (incl. Donations) | 27% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $26.40 |
| Cost/Kilometre | $ 1.92 |
| Maintenance Cost/Kilometre | $0.120 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0210 |
| Revenue Vehicle Hours/Capita: | 0.227 |
| Trips/Capita: | 0.963 |
| Trips by Non-Dedicated Service: | 31% |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $8.99 |
| - Non-Dedicated | $2.65 |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,965 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.9 |
| Kilometres/Hour | 14.0 |
| Average Kilometres/Trip | 4.7 |
| Trips/Registrant | 46.8 |
| Unaccommodated Trip Requests | 1.9% |
| Cancellations | 3.4% |
| No-Shows | 0.8% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,965 |
| Kilometres/Vehicle | 27,088 |

# SUDBURY HANDI - TRANSIT

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: DAVE RIDLEY (705)674-3141
OPERATIONS CONTACT: PAUL GREENFIELD (705)674-0709

SERVICE STARTED IN: 1975
POPULATION SERVED: 89,698
SERVICE AREA (ha): 65,114
ADVISORY COMMITTEE? Yes
MEMBERS: 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |

| | |
|---|---|
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS: Eligibility Determined By Administrative Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 824 | 71% |
| - Ambulatory | 342 | 29% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 1,166 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $ 340,910 | |
| Non-Dedicated | $ 0 | |
| TOTAL: | $ 340,910 | $ 26,576. |
| NET OPERATING COST: | $ 314,334 | |
| Provincial Share | $ 183,597 | |
| Municipal Share | $ 130,737 | |
| Donations | $ 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | N/A | 0 |
| - Ambulatory | N/A | 0 |
| Attendants/Companion | N/A | 0 |
| Other (not eligible) | N/A | 0 |
| TOTAL | 27,108 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | N/A |
| Pre-booked | N/A |
| Reservation | N/A |
| Demand-Response | N/A |
| UNACCOMMODATED TRIP REQUESTS: | 200 |
| CANCELLED TRIPS: | 200 |
| NO-SHOWS: | 200 |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X -One 8" Step Max.

HOURS OF SERVICE:
Weekdays - 07:00 to 24:00
Saturday - 09:30 to 24:00
Sunday - 08:30 to 22:00
Holidays - 08:30 to 22:00

CALL-INS: No Minimum , Max. 40 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | X |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | $1.00 | |
| Child: | $1.00 | $1.00 | |
| Student: | $1.00 | $1.00 | |
| Senior: | $1.00 | $1.00 | |
| Attendant: | $1.00 | $1.00 | |
| Companion: | $1.00 | $1.00 | |
| Other: | $1.00 | $1.00 | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same

# SUDBURY VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 5 | 6 | 0 | 5.0 |
| Other | | | | |
| TOTAL VEHICLES: | 5 | | | |

OWNERSHIP: Contractor MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 4 | 4 | 3 | 4 | 4 | 1 | 1 | |
| Saturday | | 2 | 2 | 2 | 2 | 1 | 1 | |
| Sunday | | 2 | 2 | 2 | 2 | 2 | 1 | |
| Holidays | | 2 | 2 | 2 | 2 | 2 | 1 | |

ANNUAL KILOMETRES:

| | |
|---|---|
| Revenue: | 201,000 |
| Total: | 201,000 |

ANNUAL HOURS:

| | |
|---|---|
| Revenue: | 12,913 |
| Total: | 12,913 |

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 5 | | | |
| Office | 1 | | | |
| Maintenance | | | 1 | |
| Administration | 1 | | | |
| TOTAL | 6 | | 1 | |

OPERATOR'S UNION: NONE
Conventional Union: CUPE, LOCAL 1662

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $8.90 | $13.74 |
| Maintenance: | $14.20 | $15.64 |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost — 8%

| | |
|---|---|
| Net Operating Cost/Capita | $3.50 |
| Municipal Net Cost/Capita | $1.46 |
| Share of Net Cost - Provincial | 58% |
| - Municipal (incl. Donations) | 42% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $26.40 |
| Cost/Kilometre | $ 1.70 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0130 |
| Revenue Vehicle Hours/Capita: | 0.144 |
| Trips/Capita: | 0.302 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $12.58 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2.583 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.1 |
| Kilometres/Hour | 16.0 |
| Average Kilometres/Trip | 7.4 |
| Trips/Registrant | 23.2 |
| Unaccommodated Trip Requests | 0.7% |
| Cancellations | 0.7% |
| No-Shows | 0.7% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,583 |
| Kilometres/Vehicle | 40,000 |

# THUNDER BAY HAGI TRANSIT

SERVICE OPERATED BY: Non-Profit Organizaton

MUNICIPAL CONTACT: ALEX GRANT
(807)625-2188
OPERATIONS CONTACT: RICHARD MILES
(807)767-6229

SERVICE STARTED IN: February 1975
POPULATION SERVED: 122,217
SERVICE AREA (ha): 32,217
ADVISORY COMMITTEE? Yes
MEMBERS: 12

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | |
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS: Eligibility Determined By Administrative Staff | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 800 | 67% |
| - Ambulatory | 400 | 33% |
| - Temporary | 0 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 1200 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | X |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 661,932. | |
| Non-Dedicated | $ | 19,511. | |
| TOTAL: | $ | 681,443. | $ 145,919. |
| NET OPERATING COST: | $ | 496,791. | |
| Provincial Share | $ | 354,535. | |
| Municipal Share | $ | 142,256. | |
| Donations | $ | 0. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 37,868 | 1,213 |
| - Ambulatory | 24,000 | 1,538 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 61,868 | 2,751 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 24,747 | 38% |
| Pre-booked | 0 | 0% |
| Reservation | 30,934 | 48% |
| Demand-Response | 6,187 | 10% |
| UNACCOMMODATED TRIP REQUESTS: | 1,006 | |
| CANCELLED TRIPS: | 5,796 | |
| NO-SHOWS: | 740 | |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 07:15 to 22:45
Saturday - 08:15 to 24:30
Sunday - 08:15 to 22:45
Holidays - 08:15 to 22:45

CALL-INS: Minimum 24 Hrs., Max. 14 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.25 | | $23.00 |
| Child: | $1.25 | | $23.00 |
| Student: | $1.25 | | $23.00 |
| Senior: | $1.25 | | $23.00 |
| Attendant: | $1.25 | | $23.00 |
| Companion: | $1.25 | | $23.00 |
| Other: | $1.25 | | $23.00 |

OTHER METHODS OF PAYING FARE:
Agency Rates For Booking Basis 3.25

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $1.00 Cash

# THUNDER BAY VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | 1 | 0 | 0 | 1.0 |
| Modified Vans | 12 | 0 | 0 | 3.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES | 13 | | | |

OWNERSHIP: MAINTENANCE: Contracted Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 10 | 10 | 10 | 10 | 10 | 3 | 1 | |
| Saturday | 2 | 2 | 3 | 3 | 3 | 1 | 1 | 1 |
| Sunday | 2 | 2 | 3 | 3 | 3 | 1 | 1 | |
| Holidays | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |

| | |
|---|---|
| ANNUAL KILOMETRES: | |
| Revenue: | 479,546 |
| Total: | 479,546 |
| ANNUAL HOURS: | |
| Revenue: | 24,080 |
| Total: | 24,080 |
| IS NON-DEDICATED SERVICE AVAILABLE? | Yes |
| NUMBER OF OPERATORS: | 1 |
| PAYMENT METHOD: | |
| Flat Rate/trip | X |
| Per Hour | |
| Per Kilometre | |
| Meter Rate | X |
| PAYMENT VERIFICATION: | |

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 8 | 13 | | |
| Office | 2 | 4 | | |
| Maintenance | | 1 | | |
| Administration | 1 | | | |
| TOTAL | 11 | 18 | | |

OPERATOR'S UNION: NONE

Conventional Union: NONE

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $11.03 | $13.77 |
| Maintenance: | $6.00 | $16.50 |

# PERFORMANCE INDICATORS

## FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Total Operating Cost | 21% |
| Net Operating Cost/Capita | $4.06 |
| Municipal Net Cost/Capita | $1.16 |
| Share of Net Cost - Provincial | 71% |
| - Municipal (incl. Donations) | 29% |

## EFFICIENCY

(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $27.49 |
| Cost/Kilometre | $ 1.38 |
| Maintenance Cost/Kilometre | $0.124 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0100 |
| Revenue Vehicle Hours/Capita: | 0.197 |
| Trips/Capita: | 0.529 |
| Trips by Non-Dedicated Service: | 4% |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $10.70 |
| - Non-Dedicated | $ 7.09 |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,661 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.6 |
| Kilometres/Hour | 20.0 |
| Average Kilometres/Trip | 7.8 |
| Trips/Registrant | 53.8 |
| Unaccommodated Trip Requests | 1.6% |
| Cancellations | 9.0% |
| No-Shows | 1.1% |

## VEHICLE UTILIZATION

(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,852 |
| Kilometres/Vehicle | 36,888 |

# TIMMINS HANDI-TRANS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: ERIC PETERSON
(705) 264-1331

OPERATIONS CONTACT: JOHN S. CRAIG
(705) 264-1331

SERVICE STARTED IN: 1976
POPULATION SERVED: 46,000
SERVICE AREA (ha): 27,972

ADVISORY COMMITTEE? Yes
MEMBERS: 8

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |

ELIGIBILITY COMMITTEE? Yes
MEMBERS: 4

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 169 | 64% |
| - Ambulatory | 93 | 35% |
| - Temporary | 3 | 1% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 265 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

COMPANIONS ALLOWED IF SPACE? No
VISITORS ELIGIBLE? No

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $ 134,215. | |
| Non-Dedicated | $ 0. | |
| TOTAL: | $ 134,215. | $ 8,010. |

| | |
|---|---|
| NET OPERATING COST: | $ 126,205. |
| Provincial Share | $ 63,103. |
| Municipal Share | $ 63,102. |
| Donations | $ 0. |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | N/A | 0 |
| - Ambulatory | N/A | 0 |
| Attendants/Companion | N/A | 0 |
| Other (not eligible) | N/A | 0 |
| TOTAL | 3,700 | 0 |

TRIP TYPES:

| | |
|---|---|
| Subscription | N/A |
| Pre-booked | N/A |
| Reservation | N/A |
| Demand-Response | N/A |

UNACCOMMODATED TRIP REQUESTS: 0
CANCELLED TRIPS: 370
NO-SHOWS: 74

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 07:00 to 22:40
Saturday - 10:00 to 17:40
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 5 Days

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | X |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

| FARE STRUCTURE: | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | 20/$19. | |
| Child: | $1.00 | 20/$19. | |
| Student: | $1.00 | 20/$19. | |
| Senior: | $1.00 | 20/$19. | |
| Attendant: | $1.00 | 20/$19. | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.85 Cash

# TIMMINS VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 1 | 5 | 4 | 2.0 |
| Small Buses | 2 | 4 | 4 | 4.5 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 2 | 2 | 2 | 1 | 1 | |
| Saturday | | 1 | 1 | 1 | 1 | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 94,556
- Total: 94,556

ANNUAL HOURS:
- Revenue: 6,198
- Total: 6,198

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 2 | 3 | | |
| Office | | | 2 | |
| Maintenance | | | 4 | |
| Administration | — | — | 2 | |
| TOTAL | 2 | 3 | 8 | |

OPERATOR'S UNION: CUPE, LOCAL 1140
Conventional Union: CUPE, LOCAL 1544

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $11.74 | ($12.82) |
| Maintenance: | $15.31 | ($15.31) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 6%

| | |
|---|---|
| Net Operating Cost/Capita | $2.74 |
| Municipal Net Cost/Capita | $1.37 |
| Share of Net Cost - Provincial | 50% |
| - Municipal (incl. Donations) | 50% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $21.66 |
| Cost/Kilometre | $1.42 |
| Maintenance Cost/Kilometre | $0.289 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0060 |
| Revenue Vehicle Hours/Capita: | 0.135 |
| Trips/Capita: | 0.080 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $36.27 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,771 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 0.6 |
| Kilometres/Hour | 15.0 |
| Average Kilometres/Trip | 25.6 |
| Trips/Registrant | 14.0 |
| Unaccommodated Trip Requests | - |
| Cancellations | 10.0% |
| No-Shows | 2.0% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,066 |
| Kilometres/Vehicle | 31,519 |

# TORONTO WHEEL-TRANS

SERVICE OPERATED BY: Transit Authority

MUNICIPAL CONTACT: R.J. EVANS (416) 393-4180

OPERATIONS CONTACT: ROGER WINTER (416) 393-4173

SERVICE STARTED IN: 1975
POPULATION SERVED: 2,193,000
SERVICE AREA (ha): 63,200

ADVISORY COMMITTEE? Yes
MEMBERS: 9

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |

ELIGIBILITY COMMITTEE? Yes
MEMBERS: 9

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 5,534 | 46% |
| - Ambulatory | 6,458 | 54% |
| - Temporary | 3 | 0% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 11,992 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | Oper. Cost | Revenue |
|---|---|---|
| Dedicated | $ 18,907,592 | |
| Non-Dedicated | $ 0 | |
| TOTAL: | $ 18,907,592 | $ 567,909 |

| | |
|---|---|
| NET OPERATING COST: | $ 18,339,683 |
| Provincial Share | $ 9,241,544 |
| Municipal Share | $ 9,098,139 |
| Donations | $ 0 |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 302,801 | 0 |
| - Ambulatory | 355,462 | 0 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 658,263 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 170,485 | 26% |
| Pre-booked | 16,404 | 2% |
| Reservation | 443,803 | 67% |
| Demand-Response | 27,572 | 4% |
| UNACCOMMODATED TRIP REQUESTS: | 88,942 | |
| CANCELLED TRIPS: | 180,706 | |
| NO-SHOWS: | 14,391 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X One Step Maximum

HOURS OF SERVICE:
Weekdays - 06:30 to 24:00
Saturday - 08:00 to 24:00
Sunday - 08:00 to 24:00
Holidays - 08:00 to 24:00

CALL-INS: No Minimum, Max. 4 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | | X |
| Reservations | | X |
| Scheduling | | X |
| Dispatching | | X |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.05 | $0.88 | $36.90 |
| Child: | $0.50 | $0.26 | |
| Student: | $0.65 | $0.44 | |
| Senior: | $1.05 | $0.44 | |
| Attendant: | | | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Same Adult Fare

# TORONTO VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | 29 | | 4 | 1.0 |
| Modified Vans | | | | |
| Small Buses | | | | |
| Purpose-Built | 123 | 5 | 7 | 2.0 |
| Other | | | | |
| TOTAL VEHICLES: | 152 | | | |

OWNERSHIP: Contractor MAINTENANCE: Operator

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 100 | 100 | 81 | 119 | 119 | 47 | 21 | |
| Saturday | 30 | 35 | 35 | 35 | 27 | 26 | 22 | |
| Sunday | 24 | 34 | 37 | 37 | 29 | 28 | 24 | |
| Holidays | 15 | 22 | 22 | 25 | 21 | 21 | 21 | |

ANNUAL KILOMETRES:
- Revenue: 7,052,861
- Total: N/A

ANNUAL HOURS:
- Revenue: 351,032
- Total: N/A

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 220 | 30 | | |
| Office | 75 | 4 | | |
| Maintenance | 54 | 3 | | |
| Administration | 20 | — | | |
| TOTAL | 369 | 37 | | |

OPERATOR'S UNION: ATU, LOCAL 113
Conventional Union: ATU, LOCAL 113

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $12.62 | ($16.02) |
| Maintenance: | $14.51 | ($17.65) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost — 3%

| | |
|---|---|
| Net Operating Cost/Capita | $8.36 |
| Municipal Net Cost/Capita | $4.15 |
| Share of Net Cost - Provincial | 50% |
| - Municipal (incl. Donations) | 50% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $53.86 |
| Cost/Kilometre | $2.68 |
| Maintenance Cost/Kilometre | $0.025 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0050 |
| Revenue Vehicle Hours/Capita: | 0.160 |
| Trips/Capita: | 0.300 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $28.72 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,494 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.9 |
| Kilometres/Hour | 20.0 |
| Average Kilometres/Trip | 10.7 |
| Trips/Registrant | 54.9 |
| Unaccommodated Trip Requests | 13.5% |
| Cancellations | 27.5% |
| No-Shows | 2.2% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,309 |
| Kilometres/Vehicle | 46,400 |

# VAUGHAN ACCESS BUS

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: JIM KIMBLE (416) 832-2281

OPERATIONS CONTACT: ROBERT BOOTH (416) 832-2281

SERVICE STARTED IN: 1987
POPULATION SERVED: 77,791
SERVICE AREA (ha): 63,900

ADVISORY COMMITTEE? Yes
MEMBERS: 7

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |

ELIGIBILITY COMMITTEE? Yes
MEMBERS: 7

REGISTRATION REQUIRED? Yes
REGISTRATION CARDS? Yes
WAITING LIST? No
WAITING ON LIST? N/A

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 61 | 49% |
| - Ambulatory | 60 | 48% |
| - Temporary | 3 | 2% |
| Attendants/Companions | 0 | 0% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 124 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:
- At Least Annually
- Every 2 or 3 Years
- Every 4 or 5 Years
- Not Within Past 5 Years

COMPANIONS ALLOWED IF SPACE? Yes
VISITORS ELIGIBLE? Yes

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 145,000 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 146,000 | $ 5,220 |
| NET OPERATING COST: | $ | 140,781 | |
| Provincial Share | $ | 76,570 | |
| Municipal Share | $ | 64,211 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 3,075 | 0 |
| - Ambulatory | 2,770 | 0 |
| Attendants/Companion | 445 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 6,290 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 3,120 | 50% |
| Pre-booked | 960 | 15% |
| Reservation | 1,320 | 21% |
| Demand-Response | 890 | 14% |

UNACCOMMODATED TRIP REQUESTS: 250
CANCELLED TRIPS: 605
NO-SHOWS: 200

## SERVICE

TYPE: Door to Door
- Curb to Curb X
- Accessible Door

HOURS OF SERVICE:
- Weekdays - 07:30 to 18:30
- Saturday - 09:30 to 18:30
- Sunday - 09:30 to 18:30
- Holidays -

CALL-INS: Minimum 4 Hrs., Max. 7Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | | |
| Child: | $1.00 | | |
| Student: | $1.00 | | |
| Senior: | $1.00 | | |
| Attendant: | $1.00 | | |
| Companion: | $1.00 | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
- Conventional Hours: Longer
- Fare Structure: Different, $0.70 Cash

# VAUGHAN VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 2 | 4 | 5 | 2.0 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-1 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 2 | 2 | 2 | 1 | 2 | |
| Saturday | | 1 | 1 | 1 | | | | |
| Sunday Holidays | | 1 | 1 | 1 | | | | |

ANNUAL KILOMETRES:
- Revenue: 116,200
- Total: 121,000

ANNUAL HOURS:
- Revenue: 5,350
- Total: 5,450

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate: X

PAYMENT VERIFICATION: None. Taxis Used For Vehicle Rate

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 3 | 1 | | |
| Office | 1 | | | |
| Maintenance | | | | |
| Administration | — | 4 | | |
| TOTAL | 4 | 5 | | |

OPERATOR'S UNION: CUPE, LOCAL 1090
Conventional Union: NONE

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $13.21 | ($11.85) |
| Maintenance: | N/A | ($17.95) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost: 4%

| | |
|---|---|
| Net Operating Cost/Capita | $1.81 |
| Municipal Net Cost/Capita | $0.83 |
| Share of Net Cost - Provincial | 54% |
| - Municipal (incl Donations) | 46% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $27.29 |
| Cost/Kilometre | $1.26 |
| Maintenance Cost/Kilometre | $0.056 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0020 |
| Revenue Vehicle Hours/Capita: | 0.069 |
| Trips/Capita: | 0.075 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $24.98 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,529 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.1 |
| Kilometres/Hour | 22.0 |
| Average Kilometres/Trip | 19.9 |
| Trips/Registrant | 47.1 |
| Unaccommodated Trip Requests | 4.3 |
| Cancellations | 10.4% |
| No-Shows | 3.4% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,675 |
| Kilometres/Vehicle | 58,100 |

# WELLAND HANDIT TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: GUS MARCELLO
(416) 735-1700

OPERATIONS CONTACT: CHARLES STOLTE
(416) 732-6844

SERVICE STARTED IN: August 1981
POPULATION SERVED: 44,569
SERVICE AREA (ha): 8,604

ADVISORY COMMITTEE? Yes
MEMBERS: 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | |
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS: Elig. Determined By Admin. & Med./Health Prof. | |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | Yes |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 100 | 32% |
| - Ambulatory | 151 | 48% |
| - Temporary | 50 | 16% |
| Attendants/Companions | 12 | 4% |
| Other (not eligible) | 0 | 0% |
| TOTAL: | 313 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | No |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 68,166. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 68,166. | $ 5,252. |
| NET OPERATING COST: | $ | 62,914. | |
| Provincial Share | $ | 35,450. | |
| Municipal Share | $ | 27,464. | |
| Donations | $ | 0. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 1,549 | 0 |
| - Ambulatory | 4,538 | 0 |
| Attendants/Companion | 650 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 6,737 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 2,050 | 30% |
| Pre-booked | 2,300 | 34% |
| Reservation | 2,363 | 35% |
| Demand-Response | 24 | 1% |
| UNACCOMMODATED TRIP REQUESTS: | 192 | |
| CANCELLED TRIPS: | 144 | |
| NO-SHOWS: | 96 | |

## SERVICE

TYPE: Door to Door X
Curb to Curb
Accessible Door

HOURS OF SERVICE:
Weekdays - 07:45 to 16:45
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., Max. 14 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $0.85 | 22/$16. | |
| Child: | $0.85 | 22/$16. | |
| Student: | $0.85 | 22/$16. | |
| Senior: | $0.85 | 22/$16. | |
| Attendant: | $0.85 | 22/$16. | |
| Companion: | | | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: N/A

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.80 Cash

# WELLAND VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 1 | 4 | 4 | 1.0 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 1 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 1 | 1 | 1 | 1 | 1 | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 33,178
- Total: 33,728

ANNUAL HOURS:
- Revenue: 1,956
- Total: 2,008

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/Trip
- Per Hour
- Per Kilometre
- Meter Rate X

PAYMENT VERIFICATION: None, Taxis Used For Vehicle Rate

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 1 | 1 | | |
| Office | | 2 | | |
| Maintenance | | 2 | | |
| Administration | — | 1 | | |
| TOTAL | 1 | 6 | | |

OPERATOR'S UNION: ATU, LOCAL 107
Conventional Union: ATU, LOCAL 107

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $12.44 | ($12.44) |
| Maintenance: | $14.14 | ($14.14) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost = 8%

| | |
|---|---|
| Net Operating Cost/Capita | $1.41 |
| Municipal Net Cost/Capita | $0.62 |
| Share of Net Cost - Provincial | 56% |
| - Municipal (incl. Donations) | 44% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $34.85 |
| Cost/Kilometre | $2.06 |
| Maintenance Cost/Kilometre | $0.271 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.0070 |
| Revenue Vehicle Hours/Capita: | 0.044 |
| Trips/Capita: | 0.137 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $11.20 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,304 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 3.1 |
| Kilometres/Hour | 17.0 |
| Average Kilometres/Trip | 5.5 |
| Trips/Registrant | 19.4 |
| Unaccommodated Trip Requests | 3.2% |
| Cancellations | 2.4% |
| No-Shows | 1.6% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,956 |
| Kilometres/Vehicle | 33,178 |

# WHITBY HANDI-TRANSIT

SERVICE OPERATED BY: Private Contractor

MUNICIPAL CONTACT: R. CLARINGBOLD
(416) 668-5803

OPERATIONS CONTACT: DOUG MANUEL
(416) 571-1222

SERVICE STARTED IN: October 1979
POPULATION SERVED: 50,200
SERVICE AREA (ha): 39,460

ADVISORY COMMITTEE? Yes
MEMBERS: 10

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | |
| ELIGIBILITY COMMITTEE? | No |
| MEMBERS: Elig. Determined By | Admin. & Med./Health Prof. |
| REGISTRATION REQUIRED? | No |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | |
|---|---|
| Eligible - Wheelchair | |
| - Ambulatory | |
| - Temporary | |
| Attendants/Companions | |
| Other (not eligible) | |
| TOTAL: | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | X |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 97,700. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 97,700. | $ 17,134. |
| NET OPERATING COST: | $ | 80,566. | |
| Provincial Share | $ | 44,870. | |
| Municipal Share | $ | 35,696. | |
| Donations | $ | 0. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 5,890 | 0 |
| - Ambulatory | 925 | 0 |
| Attendants/Companion | 1,018 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 7,833 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 2,220 | 28% |
| Pre-booked | 312 | 4% |
| Reservation | 1,574 | 20% |
| Demand-Response | 2,709 | 35% |
| UNACCOMMODATED TRIP REQUESTS: | 0 | |
| CANCELLED TRIPS: | 0 | |
| NO-SHOWS: | 0 | |

## SERVICE

TYPE: Door to Door
Curb to Curb
Accessible Door X One Step Maximum

HOURS OF SERVICE:
Weekdays - 07:30 to 23:00
Saturday -
Sunday -
Holidays -

CALL-INS: Minimum 1 Hr., Max. 3 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | $1.00 | |
| Child: | $1.00 | $1.00 | |
| Student: | $1.00 | $1.00 | |
| Senior: | $1.00 | $1.00 | |
| Attendant: | $1.00 | $1.00 | |
| Companion: | $1.00 | $1.00 | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: Agency Contracts & Monthly Billings

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Shorter
Fare Structure: Different, $0.70 Cash

# WHITBY VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | 3 | 5 | 5 | 5.0 |
| Small Buses | | | | |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 3 | | | |

OWNERSHIP: Municipality MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 2 | 2 | 2 | 2 | 2 | 1 | 1 | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
- Revenue: 80,394
- Total: 80,914

ANNUAL HOURS:
- Revenue: 4,436
- Total: 4,757

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 2 | 1 | | |
| Office | 3 | 1 | | |
| Maintenance | | | | |
| Administration | 1 | — | | |
| TOTAL | 6 | 2 | | |

OPERATOR'S UNION: NONE
Conventional Union: TEAMSTERS, LOCAL 938

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $10.00 | ($9.05) |
| Maintenance: | N/A | (N/A) |

# PERFORMANCE INDICATORS

## FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Total Operating Cost | 18% |
| Net Operating Cost/Capita | $1.61 |
| Municipal Net Cost/Capita | $0.71 |
| Share of Net Cost - Provincial | 56% |
| - Municipal (incl. Donations) | 44% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $22.02 |
| Cost/Kilometre | $1.22 |
| Maintenance Cost/Kilometre | $0.115 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | |
| Revenue Vehicle Hours/Capita: | 0.088 |
| Trips/Capita: | 0.136 |
| Trips by Non-Dedicated Service: | - |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $14.34 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 1,774 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 1.5 |
| Kilometres/Hour | 18.0 |
| Average Kilometres/Trip | 11.8 |
| Trips/Registrant | - |
| Unaccommodated Trip Requests | - |
| Cancellations | - |
| No-Shows | - |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,479 |
| Kilometres/Vehicle | 26,798 |

## WINDSOR & SANDWICH WEST HANDI-TRANSIT

SERVICE OPERATED BY: Non-Profit Organization

MUNICIPAL CONTACT: E. AGNEW (519) 966-0930

OPERATIONS CONTACT: D. ELLIS (519) 966-0930

SERVICE STARTED IN: September 1978
POPULATION SERVED: 200,000
SERVICE AREA (ha): N/A

ADVISORY COMMITTEE? Yes
MEMBERS: 11

# REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | X |
| Unable to Use | |
| Unable to Use With Dignity | |
| Other | |
| ELIGIBILITY COMMITTEE? | Yes |
| MEMBERS: | 3 |
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS

| | |
|---|---|
| Eligible - Wheelchair | 1,134 |
| - Ambulatory | 0 |
| - Temporary | 0 |
| Attendants/Companions | 0 |
| Other (not eligible) | 0 |
| TOTAL: | 1,134 |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | |
| Every 2 or 3 Years | X |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

# FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 541,136 | |
| Non-Dedicated | $ | 0 | |
| TOTAL: | $ | 541,136. | $ 176,807. |
| NET OPERATING COST: | $ | 364,329 | |
| Provincial Share | $ | 266,625 | |
| Municipal Share | $ | 125,000 | |
| Donations | $ | 0 | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 27,905 | 0 |
| - Ambulatory | 18,669 | 0 |
| Attendants/Companion | 6,129 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 52,703 | 0 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 24,500 | 46% |
| Pre-booked | 10,000 | 19% |
| Reservation | 16,703 | 32% |
| Demand-Response | 1,500 | 3% |
| UNACCOMMODATED TRIP REQUESTS: | 0 | |
| CANCELLED TRIPS: | 3,278 | |
| NO-SHOWS: | 600 | |

# SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:
Weekdays - 07:00 to 23:00
Saturday - 09:00 to 24:00
Sunday - 09:00 to 21:00
Holidays - 09:00 to 21:00

CALL-INS: Minimum 24 Hrs., Max. 14 Days

METHODS:

| | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | | X |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.50 | 8/$12. | |
| Child: | $1.50 | 8/$12. | |
| Student: | $1.50 | 8/$12. | |
| Senior: | $1.50 | 8/$12. | |
| Attendant: | $1.50 | 8/$12. | |
| Companion: | $1.50 | 8/$12. | |
| Other: | $1.50 | 8/$12. | |

OTHER METHODS OF PAYING FARE: Subscription Billings

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $1.00 Cash

# WINDSOR / SANDWICH VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 10 | 5 | 4 | 4.0 |
| Purpose-Built | | | | |
| Other | | | | |
| TOTAL VEHICLES: | 10 | | | |

OWNERSHIP: N/A MAINTENANCE: Contract Out

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | 9 | 6 | 6 | 9 | 3 | 1 | 1 | |
| Saturday | | 2 | 2 | 1 | 1 | 1 | 1 | |
| Sunday | | 2 | 2 | 1 | 1 | 1 | 1 | |
| Holidays | | 1 | 1 | 1 | 1 | 1 | | |

ANNUAL KILOMETRES:
- Revenue: 465,018
- Total: 465,018

ANNUAL HOURS:
- Revenue: 20,059
- Total: N/A

IS NON-DEDICATED SERVICE AVAILABLE? No

NUMBER OF OPERATORS: -

PAYMENT METHOD:
- Flat Rate/trip
- Per Hour
- Per Kilometre
- Meter Rate

PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | 5 | 10 | | |
| Office | 2 | | | |
| Maintenance | 1 | | | |
| Administration | 2 | | | |
| TOTAL | 10 | 10 | | |

OPERATOR'S UNION: TEAMSTERS, LOCAL 880
Conventional Union: ATU, LOCAL 616

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $9.00 | ($13.80) |
| Maintenance: | N/A | ($15.14) |

# PERFORMANCE INDICATORS

## FINANCIAL

| | |
|---|---|
| R/C = Operating Revenue / Total Operating Cost | 33% |
| Net Operating Cost/Capita | $1.82 |
| Municipal Net Cost/Capita | $0.63 |
| Share of Net Cost - Provincial | 73% |
| - Municipal (incl. Donations) | 34% |

## EFFICIENCY (Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $26.98 |
| Cost/Kilometre | $1.16 |
| Maintenance Cost/Kilometre | - |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | |
| Revenue Vehicle Hours/Capita: | 0.060 |
| Trips/Capita: | 0.100 |
| Trips by Non-Dedicated Service: | 0.233 |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $11.62 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,006 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 2.3 |
| Kilometres/Hour | 23.0 |
| Average Kilometres/Trip | 10.0 |
| Trips/Registrant | 41.1 |
| Unaccommodated Trip Requests | - |
| Cancellations | 7.0% |
| No-Shows | 1.3% |

## VEHICLE UTILIZATION (Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 2,006 |
| Kilometres/Vehicle | 46,502 |

# WOODSTOCK HANDI-TRANSIT

SERVICE OPERATED BY: Municipality

MUNICIPAL CONTACT: ROBIN HEGGIE
(519) 539-1291

OPERATIONS CONTACT: DOUG McLEAN
(519) 539-1291

SERVICE STARTED IN: 1979
POPULATION SERVED: 27,000
SERVICE AREA (ha): 2,337

ADVISORY COMMITTEE? Yes
MEMBERS: 5

## REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

| | |
|---|---|
| Unable to Board | |
| Unable to Use | |
| Unable to Use With Dignity | X |
| Other | |

ELIGIBILITY COMMITTEE? No
MEMBERS:

| | |
|---|---|
| REGISTRATION REQUIRED? | Yes |
| REGISTRATION CARDS? | No |
| WAITING LIST? | No |
| WAITING ON LIST? | N/A |

NUMBER OF REGISTRANTS:

| | | |
|---|---|---|
| Eligible - Wheelchair | 112 | 51% |
| - Ambulatory | 103 | 47% |
| - Temporary | 6 | 3% |
| Attendants/Companions | 0 | |
| Other (not eligible) | 0 | |
| TOTAL: | 221 | |

HOW OFTEN LIST OF REGISTRANTS SCREENED:

| | |
|---|---|
| At Least Annually | X |
| Every 2 or 3 Years | |
| Every 4 or 5 Years | |
| Not Within Past 5 Years | |

| | |
|---|---|
| COMPANIONS ALLOWED IF SPACE? | Yes |
| VISITORS ELIGIBLE? | Yes |

## FINANCIAL

OPERATING COSTS AND REVENUES:

| | | Oper. Cost | Revenue |
|---|---|---|---|
| Dedicated | $ | 70,804. | |
| Non-Dedicated | $ | 0. | |
| TOTAL: | $ | 70,804. | $ 10,946. |
| NET OPERATING COST: | $ | 59,859. | |
| Provincial Share | $ | 42,808. | |
| Municipal Share | $ | 17,051. | |
| Donations | $ | 0. | |

ANNUAL ONE-WAY TRIPS:

| | Dedicated | Non-Ded. |
|---|---|---|
| Eligible - Wheelchair | 5,021 | 0 |
| - Ambulatory | 3,248 | 100 |
| Attendants/Companion | 0 | 0 |
| Other (not eligible) | 0 | 0 |
| TOTAL | 8,269 | 100 |

TRIP TYPES:

| | | |
|---|---|---|
| Subscription | 1,100 | 13% |
| Pre-booked | 2,000 | 24% |
| Reservation | 4,069 | 49% |
| Demand-Response | 1,200 | 14% |

| | |
|---|---|
| UNACCOMMODATED TRIP REQUESTS: | 78 |
| CANCELLED TRIPS: | 805 |
| NO-SHOWS: | 13 |

## SERVICE

TYPE: Door to Door
Curb to Curb X
Accessible Door

HOURS OF SERVICE:
Weekdays - 08:30 to 16:30
Saturday - 09:00 to 16:00
Sunday -
Holidays -

CALL-INS: Minimum 24 Hrs., No Max.

| METHODS: | Manually | Computer |
|---|---|---|
| Registration | X | |
| Reservations | X | |
| Scheduling | X | |
| Dispatching | X | |

FARE STRUCTURE:

| | Cash | Tickets & Punchcards | Monthly Passes |
|---|---|---|---|
| Adult: | $1.00 | 11/$10. | |
| Child: | $1.00 | 11/$10. | |
| Student: | $1.00 | 11/$10. | |
| Senior: | $1.00 | 11/$10. | |
| Attendant: | $1.00 | 11/$10. | |
| Companion: | $1.00 | 11/$10. | |
| Other: | | | |

OTHER METHODS OF PAYING FARE: After Hours, $5.50/Hr. + $0.22/Km.

COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours: Longer
Fare Structure: Different, $0.80 Cash

# WOODSTOCK VEHICLES

| VEHICLE TYPES: | Number | Typical Wheelchair | Typical Ambulatory | Average Age (yrs.) |
|---|---|---|---|---|
| S-Wagon/Sedan | | | | |
| Modified Vans | | | | |
| Small Buses | 2 | 5 | 6 | 4.0 |
| Purpose-Built | | | | |
| Other | — | | | |
| TOTAL VEHICLES: | 2 | | | |

OWNERSHIP: Municipality MAINTENANCE: Municipality

FLEET DISTRIBUTION BY TIME OF DAY:

| | 6-9 | 9-11 | 11-2 | 2-4 | 4-6 | 6-9 | 9-12 | 12+ |
|---|---|---|---|---|---|---|---|---|
| Peak Day | | 2 | 2 | 2 | | | | |
| Saturday | | 1 | 1 | 1 | | | | |
| Sunday | | | | | | | | |
| Holidays | | | | | | | | |

ANNUAL KILOMETRES:
Revenue: 24,391
Total: 465,018
ANNUAL HOURS:
Revenue: 2,460
Total: 2,464

IS NON-DEDICATED SERVICE AVAILABLE? Yes

NUMBER OF OPERATORS: 1
PAYMENT METHOD:
Flat Rate/trip X
Per Hour
Per Kilometre
Meter Rate
PAYMENT VERIFICATION:

# EMPLOYEES

| NUMBER OF EMPLOYEES: | Full Time | Part Time | Shared | Volunteers |
|---|---|---|---|---|
| Operators | | 3 | | |
| Office | | | 1 | |
| Maintenance | | 1 | | |
| Administration | | — | 2 | |
| TOTAL | | 4 | 3 | |

OPERATOR'S UNION: NONE
Conventional Union: CUPE, LOCAL 1140

MAXIMUM WAGE RATES:

| | | (Conventional) |
|---|---|---|
| Operators: | $12.18 | ($12.18) |
| Maintenance: | $14.02 | ($14.02) |

# PERFORMANCE INDICATORS

## FINANCIAL

R/C = Operating Revenue / Total Operating Cost 15%

| | |
|---|---|
| Net Operating Cost/Capita | $2.22 |
| Municipal Net Cost/Capita | $0.63 |
| Share of Net Cost - Provincial | 72% |
| - Municipal (incl. Donations) | 28% |

## EFFICIENCY
(Dedicated Service Only)

| | |
|---|---|
| Cost/Hour | $28.78 |
| Cost/Kilometre | $2.90 |
| Maintenance Cost/Kilometre | $0.172 |

## SERVICE

| | |
|---|---|
| Registrants/Capita: | 0.090 |
| Revenue Vehicle Hours/Capita: | 0.060 |
| Trips/Capita: | 0.100 |
| Trips by Non-Dedicated Service: | 0.233 |

## EFFECTIVENESS

| | |
|---|---|
| COST/TRIP - Dedicated | $11.62 |
| - Non-Dedicated | - |

## LABOUR PRODUCTIVITY

| | |
|---|---|
| Hours/Operator | 2,006 |

## SERVICE UTILIZATION

| | |
|---|---|
| Trips/Hour | 3.4 |
| Kilometres/Hour | 10.0 |
| Average Kilometres/Trip | 3.0 |
| Trips/Registrant | 37.9 |
| Unaccommodated Trip Requests | 0.9% |
| Cancellations | 9.6% |
| No-Shows | 0.2% |

## VEHICLE UTILIZATION
(Dedicated Service Only)

| | |
|---|---|
| Revenue Hours/Vehicle | 1,230 |
| Kilometres/Vehicle | 12,196 |

# PERFORMANCE INDICATORS

## FINANCIAL

| | | |
|---|---|---|
| R/C | = | Total Revenue x 100<br>Total Cost |
| Net Operating Cost/Capita | = | Net Operating Cost<br>Population Served |
| Share of Net Cost | | |
| - Provincial | = | Provincial Share<br>Net Operating Cost |
| - Municipal | = | Municipal Share + Donations<br>Net Operating Cost |

## EFFICIENCY
## (Dedicated Service Only)

| | | |
|---|---|---|
| Cost/Hour | = | Dedicated Operating Cost<br>Revenue Vehicle Hours |
| Cost/Km | = | Dedicated Operating Cost<br>Revenue Vehicle Km |
| Maintenance Cost/ Kilometre | = | Maintenance Cost<br>Revenue Vehicle Km |

## SERVICE

**Registrants/Capita** = $\frac{\text{Total Registrants - Other}}{\text{Population Served}}$

**Revenue Vehicle Hours/Capita** = $\frac{\text{Revenue Vehicle Hours}}{\text{Population Served}}$

**Trips/Capita** = $\frac{\text{Total Trips - Total Attend. - Total Other Trips}}{\text{Population Served}}$

**Trips by Non-Dedicated Service** = $\frac{\text{Total Non-Ded. Trips - Non-Ded Attend. - Non Ded. Other}}{\text{Total trips - Total Attendants - Total Others}}$

## EFFECTIVENESS

**Cost/Trip - Dedicated** = $\frac{\text{Total Dedicated Cost}}{\text{Total Ded. Trips - Ded. Attendants - Ded. Other}}$

**- Non-Ded.** = $\frac{\text{Total Non-Dedicated Cost}}{\text{Total Non-Ded Trips - Non-Ded Attend. - Non-Ded Other}}$

## LABOUR PRODUCTIVITY

**Hours/Operator** = $\frac{\text{Revenue Vehicle Hours}}{\text{No. of Op. Full Time} + \left(\frac{\text{Op. Part Time} + \text{Shared} + \text{Vol}}{2}\right)}$

## SERVICE UTILIZATION

| | | |
|---|---|---|
| Trips/Hour | = | Total Dedicated Trips - Ded. Attendants - Ded. Other<br>Revenue Vehicle Hour |
| Kilometres/Hour | = | Revenue Vehicle K.n<br>Revenue Vehicle Hours |
| Average Kilometres/Trip | = | Revenue Vehicle Km<br>Total Ded. Trips - Ded. Attendants - Ded. Other |
| Trips/Registrant | = | Total Trips - Total Attendants - Total Others<br>Total Registrants - Other Registrants |
| Unaccomodated Trip Requests | = | Unaccomodated Trips<br>Total Trips - Total Attendants - Total Others |
| Cancellations | = | Cancelled Trips<br>Total Trips - Total Attendants - Total Other |
| No-Shows | = | No Show Trips<br>Total Trips - Total Attendants - Total Other |

## VEHICLE UTILIZATION
## (Dedicated Service Only)

| | | |
|---|---|---|
| Revenue Hours/Vehicle | = | Revenue Vehicle Hours<br>Total Vehicles |
| Kilometre/Vehicle | = | Revenue Vehicle Km<br>Total Vehicles |

## HANDY REFERENCE COMPARISON

### Population Served

*Less than 10,000*
Dryden, Espanola, Fort Frances, Paris

*10,000 to 100,000*
Ajax-Pickering, Amherstburg, Anderdon & Malden, Barrie, Belleville, Brantford, Brockville, Cambridge, Chatham, Cobourg, Cornwall, Elliot Lake, Guelph, Halton Hills, Hanover, Kenora,Keewatin,Jaffray & Melick, Kingston & Kingston Twp, Leamington, Lindsay, Milton, Newcastle, Newmarket, Niagara Falls, North Bay, Oakville, Orillia, Owen Sound, Peterborough, Port Hope, Renfrew, Richmond Hill, Sarnia-Pt. Edward, Sault Ste. Marie, Scugog-Uxbridge, Stratford, Sudbury, Timmins, Vaughan, Welland, Whitby, Woodstock

*100,000-200,000*
Burlington, Markham, Oshawa, St. Catharines, Thunder Bay

*Greater than 200,000*
Halton Region, Hamilton-Wentworth, Kitchener-Waterloo, London, Ottawa-Carleton, Peel, Toronto, Windsor/Sandwich-West.

### Fleet Size

*Under 3 Vehicles*
Amherstburg, Anderdon & Malden, Belleville, Brockville, Cambridge, Chatham, Cobourg, Dryden, Elliot Lake , Espanola, Fort Frances, Halton Hills, Halton Region, Kenora, Keewatin,Jaffray & Melick, Leamington, Lindsay, Milton, Newcastle, Niagara Falls, Orillia, Owen Sound,Paris,Port Hope, Renfrew, Richmond Hill, Scugog-Uxbridge, Vaughan, Welland, Woodstock

*3 to 10 Vehicles*
Ajax-Pickering, Barrie, Brantford, Burlington, Cornwall, Guelph, Hanover, Markham, Milton, Newmarket, North Bay, Oakville, Oshawa, Peterborough, Sarnia-Pt. Edward, Sault Ste. Marie, St. Catharines, Stratford, Sudbury, Timmins, Whitby, Windsor/Sandwich West.

*10 to 25 Vehicles*
Kingston & Kingston Twp,Kitchener-Waterloo, London, Peel, Thunder Bay

*Greater than 25 Vehicles*
Hamilton-Wentworth, Ottawa-Carleton, Toronto

**Scheduling and Dispatching**

*Manually*
Amherstburg, Anderdon & Malden, Barrie, Belleville, Brantford, Brockville, Burlington, Cambridge, Chatham, Cobourg, Cornwall, Dryden, Elliot Lake, Espanola, Fort Frances, Guelph, Halton Hills, Hanover, Kenora,Keewatin,Jaffray & Melick, Kingston & Kingston Twp, Lindsay, Markham, Milton, Newcastle, Niagara Falls, Oakville, Orillia, Oshawa, Owen Sound, Paris, Peterborough, Renfrew, Richmond Hill, Sault Ste. Marie, Scugog-Uxbridge, Stratford, Thunder Bay, Timmins, Vaughan, Welland, Whitby, Woodstock

*Computer Assisted*
Hamilton-Wentworth, Kitchener-Waterloo, London, Newmarket,North Bay, Ottawa-Carleton, Peel, Sudbury, Toronto

*Combination*
Ajax-Pickering, Kingston, Leamington, Sarnia-Pt. Edward, Windsor & Sandwich West.

**Municipalities Using Non-Dedicated Services**

Barrie, Burlington, Hamilton-Wentworth, Kenora, Kingston, Kitchener-Waterloo, Markham, Oshawa, Peel, Peterborough, Stratford, Thunder Bay

**Service Start**

*Prior to 1979*
Brantford, Burlington, Cambridge, Chatham, Dryden, Guelph, Halton Region, Hamilton-Wentworth, Kingston, Kitchener-Waterloo, London, Milton, Niagara Falls, Oshawa, Ottawa-Carleton, Paris, Peterborough, Sault Ste. Marie, Stratford, Sudbury, Thunder Bay, Timmins, Toronto, Vaughan, Windsor/Sandwich West, Woodstock

*Since 1979*
Amherstburg, Anderdon & Malden, Ajax-Pickering, Barrie, Belleville, Brockville, Cobourg, Cornwall, Elliot Lake Espanola, Fort Frances, Halton Hills, Halton Region, Hanover, Kenora,Keewatin, Jaffray & Mallick, Leamington, Lindsay,Markham, Milton, Newcastle, Newmarket, North Bay, Oakville, Orillia, Owen Sound, Peel, Port Hope, Renfrew, Richmond Hill, Sarnia-Pt. Edward, Scugog-Uxbridge, St. Catharines, Vaughan, Welland, Whitby, Woodstock

**Vehicle Maintenance**

*By Municipality*
Ajax-Pickering, Burlington, Cambridge, Cornwall, Elliot Lake, Espanola, Fort Frances, Halton Region, Kenora,Keewatin, Jaffray & Melick, Kitchener-Waterloo, Markham, North Bay, Peterborough, Richmond Hill, Timmins,Welland,Woodstock

*By Transit Authority*
Brantford, Niagara Falls, Oakville, Sarnia-Pt. Edward, Sault Ste. Marie, St. Catharines, Timmins

*By Operator*
Barrie, Belleville,Brockville, Chatham, Dryden, Halton Hills, Lindsay, London, Milton, Orillia, Ottawa-Carleton, Owen Sound,Peel, Sudbury, Toronto

*Contracted out*
Cobourg, Guelph, Halton Region, Hamilton-Wentworth, Hanover, Kingston & Kingston Twp, Leamington, Markham, Newcastle, Newmarket, Oshawa, Paris, Renfrew, Scugog-Uxbridge, Stratford, Thunder Bay, Vaughan, Whitby, Windsor/Sandwich West

**Comparison to Conventional Transit**

*Same hours of service*
Brockville, Burlington, Cornwall, Kingston, Ottawa-Carleton, Sarnia-Pt. Edward

*Same fare structure*
Ajax-Pickering, Brockville, Burlington, Elliot Lake, Guelph, Hamilton, Kitchener-Waterloo, Markham, Milton, Oakville, Ottawa, Owen Sound, Peel,
Peterborough, Richmond Hill, Sarnia-Pt. Edward, Sudbury, St. Catharines, Toronto

*Same Operators Wage Rates*
Ajax-Pickering, Burlington, Cambridge, Cornwall, Peterborough, Sarnia, Sault Ste. Marie, St. Catharines, Welland, Woodstock

**Volunteer Contribution**

Brantford, Hamilton-Wentworth, Kenora,Keewatin, Jaffray & Melick, Niagara Falls, North Bay, Port Hope

**Population Density**

*Total population/ha*

*Under 5*
Amherstburg Anderdon & Malden, Ajax-Pickering, Brockville, Dryden, Espanola, Fort Frances, Halton Hills,Halton Region, Kenora,Keewatin, Jaffray & Melick, Newcastle, Niagara Falls, North Bay, Sault Ste. Marie, Scugog-Uxbridge, Sudbury, Thunder Bay, Timmins, Vaughan, Whitby

*5 to 10*
Barrie, Burlington, Cambridge, Cobourg, Cornwall, Hamilton-Wentworth, Lindsay, Markham, Newmarket, Owen Sound Paris, Peel, Renfrew, Sarnia-Pt. Edward, Welland

*10 to 15*
Belleville, Brantford, Elliot Lake, Guelph, Kingston & Kingston Twp, Oakville, Orillia, Peterborough, Port Hope, St. Catharines, Stratford, Woodstock

*Greater than 15*
Chatham, Kitchener-Waterloo, Leamington, London,
Milton, Oshawa, Ottawa-Carleton, Richmond Hill, Toronto

**Eligibility Criterion**

*Unable to board*
Ajax-Pickering, Barrie, Burlington, Guelph, Halton Hills, Halton Region, Hanover, Kingston & Kingston Twp, Kitchener-Waterloo, Leamington, London, Milton, Newmarket, North Bay, Oakville, Orillia, Peel, Port Hope, Richmond Hill, Sarnia-Pt. Edward, Sault Ste. Marie, Sudbury, Timmins, Toronto, Vaughan, Windsor/Sandwich West

*Unable to use*
Belleville, Brantford, Brockville, Cambridge, Chatham, Cobourg, Elliot Lake, Hanover, London, Markham, Niagara Falls, Peterborough, St. Catharines, Stratford, Welland

*Unable to use with dignity*
Cornwall, Espanola, Hamilton-Wentworth, Kenora,Keewatin, Jaffray & Melick, Lindsay, Newcastle, Oshawa, Owen Sound, Paris, Renfrew, Scugog-Uxbridge, Thunder Bay, Welland, Whitby, Woodstock

**Service Type**

*Door to door*
Ajax-Pickering, Brantford, Brockville, Cornwall, Dryden, Elliot Lake, Espanola, Hamilton-Wentworth, Hanover, Kingston & Kingston Twp, Markham, Orillia, Thunder Bay, Timmins, Welland

*Curb to curb*
Amherstburg, Belleville, Chatham, Cobourg, Fort Frances, Halton Hills, Leamington, Newmarket, Niagara Falls, North Bay, Richmond Hill, Sault Ste. Marie, Vaughan, Windsor/Sardwich West, Woodstock

*Accessible door to accessible door*
Barrie, Burlington, Cambridge, Guelph, Halton Region, Kenora,Keewatin, Jaffray & Melick, Kitchener-Waterloo, Lindsay, London, Milton, Newcastle, Oakville, Oshawa, Ottawa-Carleton, Owen Sound, Paris, Peel, Peterborough, Port Hope, Renfrew, Sarnia-Pt. Edward, Scugog-Uxbridge, St. Catharines, Stratford, Sudbury, Toronto, Whitby

**No Minimum Call In Time**

Barrie, Brockville, Guelph, Halton Region, Hamilton-Wentworth, Markham, Owen Sound, Sudbury, Toronto.

**No Maximum Call In Times**

Amherstburg,Anderdon & Malden, Brockville, Cobourg, Hamilton-Wentworth, Lindsay, Markham, Milton, Niagara Falls, Owen Sound, Paris, Peel, Renfrew, Woodstock

**Operated By**

*Municipality*
Ajax-Pickering, Burlington, Cambridge, Cornwall,Elliot Lake, Espanola, Markham, Newmarket, North Bay, Oakville, Peel, Peterborough, Richmond Hill, Sarnia-Pt. Edward, Sault Ste. Marie, St. Catharines, Timmins, Vaughan, Welland, Woodstock

*Non-profit group*
Amherstburg,Anderdon & Malden, Barrie, Brantford, Cobourg, Dryden, Fort Frances, Guelph, Hamilton, Hanover, Kenora,Keewatin, Jaffray & Melick, Kingston & Kingston Twp, Kitchener-Waterloo, Leamington, Newcastle, Newmarket, Niagara Falls, North Bay, Oshawa, Port Hope, Renfrew, Scugog-Uxbridge, Stratford, Thunder Bay, Whitby, Windsor & Sandwich West

*Profit oriented contractor*
Belleville, Brockville, Chatham, Halton Hills, Halton Region, Lindsay, London, Markham, Milton, Newcastle, Orillia, Oshawa, Ottawa, Owen Sound, Scugog-Uxbridge, Sudbury, Whitby